

Report on an unannounced inspection of

HMYOI Brinsford

by HM Chief Inspector of Prisons

6–17 November 2017

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Glossary of terms

We try to make our reports as clear as possible, but if you find terms that you do not know, please see the glossary in our 'Guide for writing inspection reports' on our website at: <http://www.justiceinspectors.gov.uk/hmiprison/about-our-inspections/>

Introduction

HMYOI Brinsford is situated near Wolverhampton and holds 473 men, the vast majority of whom are young adults aged 18 to 21. Around 10% of the men held there are category C prisoners of all ages. In 2013, the prison was inspected and at that time was in urgent need of improvement. In fact, on that occasion we awarded the lowest possible assessment of 'poor' in all four of our healthy prison tests. Following that inspection, the prison benefited from new leadership and a very significant injection of resources.

When the prison was next inspected in 2015, an inspector commented that in many ways it resembled a 'brand new prison'. The inspection assessments in 2015 reflected this investment and were a huge improvement; they included the highest possible assessment of 'good' in the area of respect. However, since 2015, in common with the rest of the prison estate, Brinsford had felt the impact of reduced resources, and the improvements proved to be fragile, as the assessments on this occasion showed. Brinsford had been on a difficult journey, but there were grounds for optimism for the future.

So far as safety was concerned, self-harm had increased quite dramatically, and this needed to be understood and addressed. The use of force had also increased, but it was to the credit of the prison that they had managed to buck the broader national trends in violence. Indeed, overall levels of violence had not increased and Brinsford had managed to avoid the enormous increases in violence that have afflicted so much of the prison estate in recent years. However, given the severe increase in self-harm, we had no choice other than to reduce our assessment in the area of safety from 'reasonably good' to 'not sufficiently good'.

In order to understand the dreadful increase in self-harm, it is impossible to ignore the potential impact of the regime at Brinsford, which was particularly poor for a population consisting mainly of young adults. For those who were supposedly in full-time employment, five-and-a-half hours out of their cell each day was typical, and was simply not good enough, leaving very little time for access to showers or telephones. For those who were unemployed, an hour out of their cell each day was typical. For the prison to make meaningful progress in many other areas, these unacceptable figures must be improved.

In terms of the area of respect, the gleaming paint and brand new furniture that inspectors saw in 2015 had begun to fade. The lack of new investment, compounded – we were told – by frustration with the facilities management contract, meant that there had been an inevitable decline in living conditions. Despite the problems with the facilities management contract, there were some issues that were in the gift of the prison to rectify, particularly around basic cleanliness.

It was obvious that the current enthusiastic yet realistic leadership at Brinsford was determined to implement successfully the many credible plans that they now had in place. It is to be hoped that their plans will succeed. The improvements we saw in 2015 turned out to have been fragile and built on weak foundations that did not endure. An inspection is inevitably a snapshot, reflecting the treatment and conditions we see at the time. We cannot give credit for future plans that may or may not come to fruition. However, it is perfectly reasonable to recognise that Brinsford had been on a journey of peaks and troughs in performance. The deepest trough was in 2013, and a peak was reached in 2015 when resources had been poured into the prison. There was then a decline, and it is not unreasonable to suggest that if this inspection had taken place a year ago, the situation would have been far worse than we found on this occasion. It is also not unreasonable to hope that if the plans of the current senior leadership come to fruition, the results of the next inspection would be markedly better; but that is speculation. For the moment, Brinsford is a prison that is working hard to bring about some much-needed improvements, which we hope will prove to be more durable than in the past.

Peter Clarke CVO OBE QPM
HM Chief Inspector of Prisons

January 2018

Fact page

Task of the establishment

Brinsford accommodates men on remand aged 18-21, and men sentenced to less than four years aged 18 and over. It offers a resettlement service for young adults and category C adults who live in Staffordshire and the West Midlands.

Certified normal accommodation and operational capacity

Prisoners held at the time of inspection: 473

Certified normal capacity (CNA): 520

Operational capacity: 577

Notable features from this inspection

Almost half the prisoner population of Brinsford were there for less than three months.

Self-harm had risen significantly, and there had been a self-inflicted death since the last inspection.

Nearly 50% of prisoners were from black and minority ethnic backgrounds.

There was good support for care leavers.

Prison status (public or private) and key providers

Public

Physical health provider: Care UK

Mental health provider: Inclusion

Substance misuse provider: Inclusion

Learning and skills provider: Milton Keynes College

Community rehabilitation company (CRC): Staffordshire and West Midlands

Escort contractor: GEOAmev

Region

Midlands

Brief history

Brinsford opened as a young adult offender institution and remand centre in November 1991. It is on the same site as HMPs Featherstone and Oakwood. In 2008, residential unit 5 was opened. In 2009, the Rowan activities centre opened. Following an unannounced HMIP inspection in November 2013, Brinsford underwent a programme to refurbish residential units 1 to 4. In 2016, the establishment re-rolled to a mixed population of young adults and sentenced category C adults.

Short description of residential units

Residential 1 – supported living unit

Residential 2 – sentenced/remand – workers' unit

Residential 3 – induction

Residential 4 – sentenced/remand

Residential 5 – sentenced/remand; operates as an enhanced unit

Health care centre – 11 beds (with inpatient accommodation; not included on CNA).

First night care – 14 beds

Care and separation unit – 16 beds

Name of governor and date in post

Heather Whitehead, January 2016

Independent Monitoring Board chair

John Dearden

Date of last inspection

16–20 February 2015

About this inspection and report

A1 Her Majesty's Inspectorate of Prisons is an independent, statutory organisation which reports on the treatment and conditions of those detained in prisons, young offender institutions, secure training centres, immigration detention facilities, police and court custody and military detention.

A2 All inspections carried out by HM Inspectorate of Prisons contribute to the UK's response to its international obligations under the Optional Protocol to the UN Convention against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment (OPCAT). OPCAT requires that all places of detention are visited regularly by independent bodies – known as the National Preventive Mechanism (NPM) – which monitor the treatment of and conditions for detainees. HM Inspectorate of Prisons is one of several bodies making up the NPM in the UK.

A3 All Inspectorate of Prisons reports carry a summary of the conditions and treatment of prisoners, based on the four tests of a healthy prison that were first introduced in this inspectorate's thematic review *Suicide is everyone's concern*, published in 1999. The tests are:

Safety Prisoners, particularly the most vulnerable, are held safely.

Respect Prisoners are treated with respect for their human dignity.

Purposeful activity Prisoners are able, and expected, to engage in activity that is likely to benefit them.

Rehabilitation and release planning Prisoners are supported to maintain and develop relationships with their family and friends. Prisoners are helped to reduce their likelihood of reoffending and their risk of harm is managed effectively. Prisoners are prepared for their release into the community.

A4 Under each test, we make an assessment of outcomes for prisoners and therefore of the establishment's overall performance against the test. There are four possible judgements: In some cases, this performance will be affected by matters outside the establishment's direct control, which need to be addressed by Her Majesty's Prison and Probation Service (HMPPS).

- **Outcomes for prisoners are good.**
There is no evidence that outcomes for prisoners are being adversely affected in any significant areas.
- **Outcomes for prisoners are reasonably good.**
There is evidence of adverse outcomes for prisoners in only a small number of areas. For the majority, there are no significant concerns. Procedures to safeguard outcomes are in place.
- **Outcomes for prisoners are not sufficiently good.**
There is evidence that outcomes for prisoners are being adversely affected in many areas or particularly in those areas of greatest importance to the well-being of prisoners. Problems/concerns, if left unattended, are likely to become areas of serious concern.
- **Outcomes for prisoners are poor.**
There is evidence that the outcomes for prisoners are seriously affected by current

practice. There is a failure to ensure even adequate treatment of and/or conditions for prisoners. Immediate remedial action is required.

- A5 Our assessments might result in one of the following:
- **recommendations:** will require significant change and/or new or redirected resources, so are not immediately achievable, and will be reviewed for implementation at future inspections
 - **examples of good practice:** impressive practice that not only meets or exceeds our expectations, but could be followed by other similar establishments to achieve positive outcomes for prisoners.
- A6 Five key sources of evidence are used by inspectors: observation; prisoner surveys; discussions with prisoners; discussions with staff and relevant third parties; and documentation. During inspections we use a mixed-method approach to data gathering and analysis, applying both qualitative and quantitative methodologies. Evidence from different sources is triangulated to strengthen the validity of our assessments.
- A7 Other than in exceptional circumstances, all our inspections are unannounced and include a follow up of recommendations from the previous inspection.
- A8 All inspections of prisons are conducted jointly with Ofsted or Estyn (Wales), the Care Quality Commission, the General Pharmaceutical Council (GPhC) and HM Inspectorate of Probation. This joint work ensures expert knowledge is deployed in inspections and avoids multiple inspection visits.

This report

- A9 This explanation of our approach is followed by a summary of our inspection findings against the four healthy prison tests. There then follow four sections each containing a detailed account of our findings against our *Expectations. Criteria for assessing the treatment of and conditions for men in prisons (Version 5, 2017)*.¹ The reference numbers at the end of some recommendations indicate that they are repeated, and provide the paragraph location of the previous recommendation in the last report. Section 5 collates all recommendations and examples of good practice arising from the inspection. Appendix II lists the recommendations from the previous inspection, and our assessment of whether they have been achieved.
- A10 Details of the inspection team and the prison population profile can be found in the appendices.
- A11 Findings from the survey of prisoners and a detailed description of the survey methodology can be found in the final appendix of this report. Please note that we only refer to comparisons with other comparable establishments or previous inspections when these are statistically significant.²

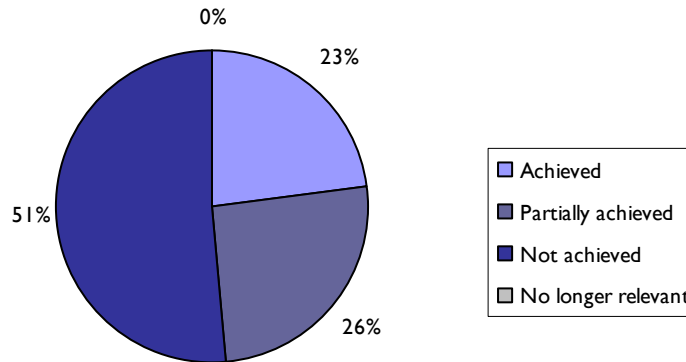
¹ <https://www.justiceinspectorates.gov.uk/hmiprisoners/our-expectations/prison-expectations/>

² The significance level is set at 0.01, which means that there is only a 1% chance that the difference in results is due to chance.

Summary

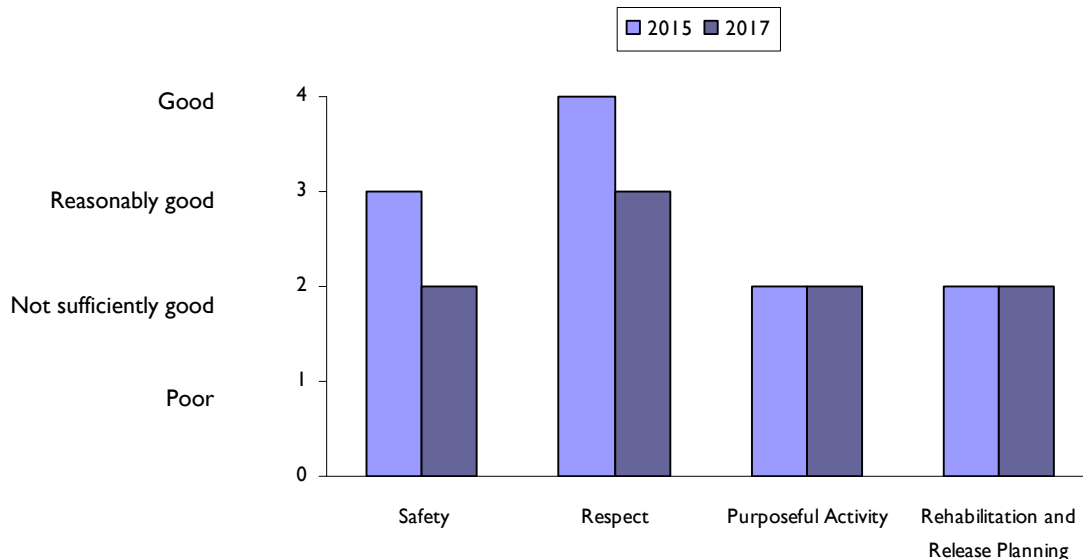
- S1 We last inspected HMYOI Brinsford in 2015 and made 39 recommendations overall. The prison fully accepted 36 of the recommendations and partially (or subject to resources) accepted one. It rejected two recommendations.
- S2 At this follow-up inspection we found that the prison had achieved nine of those recommendations, partially achieved 10 and not achieved 20 recommendations.

Figure 1: HMYOI Brinsford progress on recommendations from last inspection (n=39)



- S3 Since our last inspection, outcomes for prisoners stayed the same in the healthy prison areas of purposeful activity and rehabilitation and release planning. Outcomes for prisoners in the safety and respect healthy prisons areas had declined since 2015. Outcomes were generally not sufficiently good in each healthy prison area, except for respect where outcomes were reasonably good.

Figure 2: HMYOI Brinsford healthy prison outcomes 2015 and 2017³



³ Please note that the criteria assessed under each healthy prison area were amended in September 2017. Healthy prison outcomes reflect the expectations in place at the time of each inspection.

Safety

- S4** *Reception into the prison was a positive experience for prisoners, with good use of peer support. Levels of violence remained high and one in four prisoners felt unsafe. There was a strategy to reduce violence but some elements were not delivered effectively. Prisoners lacked confidence in reporting victimisation by staff or other prisoners. The supported living unit was well run and provided additional safety to some prisoners. Use of force had increased and was high, although governance had improved. The use of segregation had reduced. Security measures were broadly proportionate but the drug supply reduction strategy was underdeveloped. Self-harm and the number of at-risk prisoners on case management had increased significantly. **Outcomes for prisoners were not sufficiently good against this healthy prison test.***
- S5** *At the last inspection in February 2015 we found that outcomes for prisoners in Brinsford were reasonably good against this healthy prison test. We made six recommendations in the area of safety.⁴ At this inspection we found that two of the recommendations had been achieved and four had not been achieved.*
- S6** Prisoners' journeys to Brinsford were often protracted due to the wide catchment area it served. The reception environment was good and processes were swift. Staff and peer mentors provided valuable support to new prisoners, who were positive about their experience on arrival at the prison. Separate first night accommodation provided a safe introduction to Brinsford. In contrast to the welcoming reception, the induction unit was grubby and poorly equipped, but the prison made efforts during our inspection to address this. The involvement of peer mentors in induction was positive. However, not every new prisoner received all elements of the programme, and most spent too long locked in their cells in their early days at Brinsford.
- S7** Levels of violence against both staff and prisoners remained high, and 26% of prisoners interviewed in our survey felt unsafe. Boredom and frustration caused by the poor regime contributed to the high levels of violence. However, bucking the national trend, levels of violence had not risen since our last inspection. There were a variety of systems to reduce violence but these were not implemented consistently. For example, violence reduction plans to challenge perpetrators and support victims of bullying and violence were good in principle but not always used effectively. Only 20% and 32% of prisoners respectively said they would report victimisation by other prisoners or staff. We found two cases where allegations about staff had not been dealt with appropriately. In both cases, managers agreed to take further action when concerns were raised by inspectors. The supported living unit continued to offer a positive and safer environment for prisoners who needed it.
- S8** There were insufficient incentives to encourage consistently good behaviour, but the regime for prisoners on the basic level was not disproportionately punitive. Delivery of the scheme was inconsistent and sometimes disorganised. The number of adjudications had reduced and was now comparable to similar establishments. The quality of documentation of hearings was reasonable.
- S9** The increase in use of force noted at the previous inspection had continued, and levels were high. Recent improvements to the governance of force had begun to address some immediate concerns, such as incomplete documentation. Analysis of trends was beginning to

⁴ This included recommendations about substance misuse treatment, which in our updated *Expectations* (Version 5, 2017) now appears under the healthy prison area of respect.

prompt actions to reduce incidents - for example, there was additional training for staff in use of force hotspots.

- S10 Fewer prisoners had been segregated in the previous six months than during the same period at the last inspection. The segregation unit was in a reasonable condition and prisoners located there praised their treatment by staff. The regime was basic and prisoners were not given radios. Reintegration plans were underdeveloped.
- S11 With the exception of some searching, security measures were proportionate to the risks presented by the population. There were appropriate security objectives, and intelligence was generally acted on swiftly. A high rate of random mandatory drug tests (14%) proved positive. A new drug and alcohol reduction strategy was implemented during the inspection but was not sufficiently broad to address the issues.
- S12 There had been one self-inflicted death since the previous inspection and the prison was working towards implementation of the Prisons and Probation Ombudsman recommendations. The number of prisoners at risk of suicide or self-harm on assessment, care in custody and teamwork (ACCT) case management, and incidents of self-harm, had increased significantly and were high for the type of establishment. Initial assessments and care plans were mostly comprehensive, and the quality of care in ACCT management had begun to improve. However, limited time out of cell for prisoners undermined care. Prisoners of concern were discussed at a weekly multidisciplinary meeting, and a range of data were collated for monthly analysis. An extensive list of action points had not yet been consolidated into a smaller number of more effective strategic objectives. There were links with external safeguarding agencies, and the local adult safeguarding policy was under review to reflect the current population.

Respect

- S13** *Staff-prisoner relationships remained a strength, and there had been a positive increase in the use of peer mentors. The personal officer scheme was not effective. Although prisoners could now shower daily, living conditions had declined and too many areas were dirty. The quality of food was reasonable but some meals were small and few prisoners could dine communally. There was a lack of confidence in the complaints system. A prisoner council was in place. Management of equality and diversity work was reasonable at a strategic level, but work on prisoners with protected characteristics was still developing. The provision of faith support was good and the chaplaincy was well integrated into the wider prison. Health services were good and partnership working was effective. **Outcomes for prisoners were reasonably good against this healthy prison test.***
- S14 *At the last inspection in February 2015 we found that outcomes for prisoners in Brinsford were good against this healthy prison test. We made 13 recommendations in the area of respect. At this inspection we found that five of the recommendations had been achieved, five had been partially achieved and three had not been achieved.*

- S15 Almost two-thirds of the prisoners surveyed said that most staff treated them with respect. Most staff were approachable, friendly and helpful. We observed positive engagement, patience and good humour in many interactions between staff and prisoners. However, staff and managers did not do enough to improve some poor standards and conditions in cells and communal areas. The personal officer scheme was not effective, and too many cell bells were left unanswered for long periods.

- S16 Some communal and external areas were attractive and well kept. The physical environment on residential units had declined since the last inspection, with poor maintenance and inadequate cleaning in some areas. There was evidence of graffiti and some poorly equipped cells. It was positive that prisoners now had daily access to showers, although they often had to choose between showering, exercising or phoning home as there was insufficient time to accommodate all of these tasks. Peer mentors ensured that prisoners had access to toiletries.
- S17 The quality of food was reasonable and had been enhanced by hot options at lunchtime, but some meals were too small. Too few prisoners could eat communally. Arrangements for new arrivals to buy items they needed had improved.
- S18 Only 29% of prisoners who had made a complaint felt it was dealt with fairly. We found that only two-thirds of prisoners received a substantive response within a week, even though quality assurance was in place. There was no way of checking the timeliness of responses to applications or whether they had been dealt with at all. A prisoner council met regularly but was not yet operating as a fully effective vehicle for change. Increased use of peer mentors promoted active citizenship and demonstrated important trust in the prisoner population.
- S19 There was a strategic equality policy and an action plan. The monthly equality meeting was effective in identifying concerns and disadvantage, and setting actions to address them. The number of discrimination complaints was high and they were investigated thoroughly. The prisoner equality representatives and responsible officers on each wing were not yet sufficiently effective. There was insufficient guidance on meeting the specific needs of prisoners with protected characteristics.
- S20 Nearly 50% of prisoners were from a black and minority ethnic background, and in our survey they were more negative than white prisoners about interaction with staff. The prison provided some good support for foreign national prisoners, and planning to meet the needs of transgender prisoners was effective. However, support for gay prisoners was minimal and not enough was done to provide a safe environment for prisoners who wished to be open about their sexuality.
- S21 Faith facilities were impressive and in our survey 77% of prisoners who had a religion said they were able to attend services. The chaplaincy delivered a range of religious instruction and behaviour classes, and was actively integrated in the prison. There were some limited links with community faith groups.
- S22 Health services were good overall, and the prisoners we spoke to were mostly satisfied with the quality of health care they received. Clinical governance systems were robust and partnership working was effective. There was an appropriate range of primary care services, with prompt access, although there had been some delays with immunisations. The inpatient unit lacked a therapeutic approach, with a restricted prison regime in place. The development of social care pathways between the prison and the local authority were inadequate. The multidisciplinary integrated mental health and psychosocial substance misuse team, known as 'Inclusion', provided a caring and responsive service, and clinical management of substance misuse was very good. Health care discharge planning arrangements were appropriate, and the new health app given on discharge was innovative. Medicine management was good, and custody staff supervision of medicine queues had improved and was now more consistent. Dental provision remained good with short waiting times.

Purposeful activity

S23 *Time out of cell was poor and affected many aspects of prison life. Purposeful partnership working had increased the range and quantity of learning and skills activities offered. Attendance in education was poor. Attendance in work and training was better but still not good. English and mathematics were not yet sufficiently embedded into work and skills provision. The quality of teaching was good and learners who regularly attended work and education progressed well. Prisoners behaved well and treated teachers and their peers with respect; they engaged well and developed good skills. Support for prisoners with additional learning needs was ineffective. The achievement of qualifications for those who regularly attended education and training was improving and good in most subjects, but the numbers were too small. **Outcomes for prisoners were not sufficiently good against this healthy prison test.***

S24 *At the last inspection in February 2015 we found that outcomes for prisoners in Brinsford were not sufficiently good against this healthy prison test. We made nine recommendations in the area of purposeful activity. At this inspection we found that one of the recommendations had been achieved, two had been partially achieved and six had not been achieved.*

S25 Time unlocked was poor for all prisoners, and in our roll checks we found an average of 39% of prisoners locked up during the working day. Only prisoners on D wing and those on the enhanced level were given time for evening association. Other prisoners on the standard level were unlocked for less than one hour a day if unemployed, and less than six hours if working full time. Outdoor exercise was restricted within the 45-minute facility time offered daily, which was also the only time prisoners could shower and make telephone calls.

S26 The library was a good resource and provided useful vocational learning support resources. There were good initiatives to promote reading at all levels. Unfortunately, poor access meant the library was underused. The gym was well equipped and offered a reasonable range of programmes leading to accreditation, and there were effective links with external groups. Here too, access was limited for some prisoners.

S27 Attendance in education was poor and although attendance in work and training was better it was still not good. Too many prisoners allocated to activities did not attend because sessions clashed with other prison and health care appointments. The number and range of activities had been increased, providing enough work and training activities for all prisoners to have at least a part-time allocation, but there were still insufficient places for all prisoners to participate full-time. Purposeful partnership working in and outside the prison had focused well on improving the provision and securing some employment on release.

S28 The process of allocating prisoners to training and work had improved, and skills action plans were used well when they were available. However, many new prisoners had to wait too long to start activities, often without explanation. Skills action plans were not completed early enough for all prisoners, and targets did not coherently plan for the prisoner to develop their skills. The education and training provision did not incorporate sufficient practical activities that embedded English and mathematics, especially at level 1.

S29 Prison managers effectively monitored learner progress and performance, but the quality assurance of operational practice was underdeveloped. The virtual campus – giving prisoners internet access to community education, training and employment opportunities – had not been available since March 2016. Only 26% of prisoners were released into sustained employment or education.

- S30 For those who attended education, the teaching, coaching and learning in many sessions was good, planned well and included some individualised learning. Prisoners who attended regularly made good progress. English was often embedded well into mathematics classes but not in all other lessons. There was no system to track learner progress through single and multiple qualifications, and feedback to learners was not always useful in helping them to improve. Tutor support for distance learning had recently been withdrawn.
- S31 Prisoners who attended training behaved well and were proud of their achievements. They were engaged in their learning, and treated their peers and staff with respect. However, support for those with additional learning needs was ineffective. Learners and workers in workshops and practical areas used correct personal protective clothing and equipment to stay safe. Most prisoners developed good skills, and a recently implemented 'passport to employment' helped some to record and recognise these skills. Prisoner peer mentors worked well in practical sessions to support others and the tutors.
- S32 The achievement of qualifications for the small numbers who completed education and training qualifications was good in most subjects. Data indicated a continued improvement in achievement in most areas, but outcomes for learners in functional skills programmes in English and mathematics at level 2 and mathematics at level 1 required improvement. Most prisoners developed useful skills, especially in the practical areas, although not all recognised the employability skills they had developed.

Rehabilitation and release planning

S33 *The visits experience was positive for most families but maintaining telephone contact with family was made difficult by poor time out of cell. There was a clear strategy for rehabilitation and release planning, but not all underpinning systems for delivery were fully developed. Half the prisoners at Brinsford were there for less than six months, affecting the effective delivery of rehabilitative services. Public protection arrangements presented some risk. There were examples of good offender supervisor work with prisoners, but the quality of casework was too variable and their contact with prisoners was insufficient. Resettlement work with care leavers was good. The prison had increased the range of interventions to help prisoners. Release planning often started too late, leaving some prisoners unprepared for their return to the community. **Outcomes for prisoners were not sufficiently good against this healthy prison test.***

S34 *At the last inspection in February 2015 we found that outcomes for prisoners in Brinsford were not sufficiently good against this healthy prison test. We made 11 recommendations in the area of resettlement.⁵ At this inspection we found that one of the recommendations had been achieved, three had been partially achieved and seven had not been achieved.*

S35 There were adequate visits sessions at suitable times, and facilities for social visits were good. Visitors told us that visitors' centre staff were helpful, and in our survey 78% of prisoners said prison staff treated their visitors respectfully. An effective parenting programme was run in the programmes unit, and the library provided Storybook Dads, which enabled prisoners to record stories for their children. Prisoner access to telephones to keep in contact with families was severely affected by their limited time out of cell.

⁵ This included recommendations about reintegration planning for drugs and alcohol, and reintegration issues for education, skills and work, which in our updated Expectations (Version 5, 2017) now appear under the healthy prison areas of respect and purposeful activity respectively.

- S36 The prison governor had a clear vision about how the prison could meet the rehabilitation needs of prisoners. There was a good overarching strategy setting out comprehensive services to prisoners, including offender management, interventions and release planning. The systems and processes to deliver this strategy were at different stages of development, and the work of the different departments was not sufficiently integrated. Half the prisoners at Brinsford had short stays of less than six months, which limited the time to plan and deliver more comprehensive risk management for them. There was a comprehensive public protection strategy but in practice some key risks had not been identified or addressed, which potentially increased risk on release. Multi-agency public protection arrangements (MAPPA) and information sharing both within the prison and between the prison and community were not sufficiently good. There was strong expertise in the offender management unit and we reviewed examples of very good work with prisoners. However, the quality of casework was too variable, and contact between prisoners and offender supervisors was poor. The prison understood the needs of care leavers and had provided good support for this group. Management of home detention curfew was weak, and there were no opportunities for release on temporary licence.
- S37 The range of interventions to reduce risk and reoffending had increased since the last inspection. Interventions were targeted appropriately, and completion rates for accredited programmes were improving. The psychology team was providing some useful insights into prisoner behaviour.
- S38 The resettlement team provided a range of support and signposting to services for prisoners due for release, including good support for those for whom finding housing was difficult. Trailblazers provided a mentoring service for prisoners who had been in care before and after release. When prisoners had first arrived at the prison, information about their resettlement needs was gathered quickly and referrals made to the appropriate services. However, pre-release planning often started too close to release, leaving some prisoners unprepared for their return to the community. Offender managers did not always work effectively with offender supervisors to plan for the release of prisoners with a high risk of harm to others.

Main concerns and recommendations

S39 Concern: Self-harm had increased significantly since the last inspection. Only half of prisoners who had been subject to ACCT monitoring said they had received sufficient care from staff, and daily staff entries on ACCT documentation did not always demonstrate that appropriate support was in place. Focus groups had highlighted key risks, including the link between increased self-harm and limited time out of cell, but the findings had not yet been used to inform local strategy nor led to improvements in the highlighted areas.

Recommendation: The prison should improve the care provided to prisoners subject to assessment, care in custody and teamwork (ACCT) case management. Senior managers should take decisive action to address the issues highlighted in local consultation, including increasing time out of cell, to reduce the high levels of self-harm.

S40 Concern: The prison environment had deteriorated since the previous inspection. Staff and managers were too accepting of the poor standards and conditions in some cells and communal areas. Graffiti and displays of offensive material often went unchallenged.

Recommendation: Regular management checks should ensure that all accommodation and communal areas are maintained, equipped and cleaned to an acceptable standard. Staff and prisoners should play an active role in maintaining these standards.

S41 Concern: Time out of cell was poor and affected many aspects of prison life. Outside of attending work or education, most prisoners were limited to 45 minutes of facility time a day to shower, queue to phone home, and spend some time in the open air. Prisoners had very little time out of their cells when they could associate with other prisoners and build relationships with staff.

Recommendation: All prisoners should have 10 hours a day unlocked, including during the evenings, so that they can spend at least one hour outside every day, contact families and friends, socialise with each other and staff, and attend to their domestic duties.

S42 Concern: Prisoners posing a high risk of harm to others, who require management through multi-agency public protection arrangements (MAPPA), were not always identified, and the level of their management was not always confirmed prior to release. This could limit community agencies' ability to plan effectively for the prisoner's release.

Recommendation: All cases that are eligible for multi-agency public protection arrangements (MAPPA) should be identified and management levels confirmed in sufficient time to allow for effective release planning.

Section 1. Safety

Prisoners, particularly the most vulnerable, are held safely.

Early days in custody

Expected outcomes:

Prisoners transferring to and from the prison are safe and treated decently. On arrival prisoners are safe and treated with respect. Risks are identified and addressed at reception. Prisoners are supported on their first night. Induction is comprehensive.

- I.1 The catchment area for Brinsford had increased significantly following the closure of HMP Glen Parva, which resulted in long journeys for some prisoners. Prisoner escort records also indicated that prisoners continued to spend too long in court following the conclusion of their case. Very few prisoners received up-to-date information about the establishment before arrival. The escort vans we checked were clean, and prisoners were disembarked promptly on arrival at the establishment.
- I.2 In our survey, 88% of prisoners said that they were treated well in reception. Reception staff were welcoming and dealt with prisoners swiftly and efficiently. Significant effort had been made to create a relaxed and supportive environment in reception and, subject to sensible risk assessment, prisoners were not routinely locked into holding cells. A hot meal was provided and all new arrivals had the opportunity to shower. Prisoners had the opportunity to speak with peer supporters in reception who were also Listeners (prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoners). Prison and health staff conducted initial assessments in private.
- I.3 Prisoners moved from reception to a dedicated first night centre. Cells were clean and well equipped, and prisoners received bedding, toiletries and a kettle. A first night pack was available for purchase which included an electronic cigarette for smokers or alternative groceries for non-smokers. Prisoners could make telephone calls and took part in a range of interviews and assessments with representatives from departments including the chaplaincy, health care, and offender management. It was positive that two peer mentors worked on the induction unit to support prisoners, although their contribution was limited by the lack of a clear job description and some training to help them fulfil their role.
- I.4 Most prisoners moved from the first night centre to the induction unit within 24 hours, with the exception of those who arrived over the weekend. In contrast to the welcoming reception and first night areas, the induction unit was grubby and cells were poorly equipped. Cells overlooked a communal area but there were no curtains to provide privacy or a sense of security. There was limited information for new arrivals. The information in the induction booklet was not in an easy-to-read format and was unsuitable for those with poor literacy or limited English.
- I.5 A peer support worker delivered an induction programme which adequately covered key aspects of life at Brinsford. Over 90% of prisoners in our survey said that they had received an induction, which was an improvement from the 79% at the previous inspection. However, induction was disorganised, the timetable was not well publicised and delivery was inconsistent. Several prisoners reported to us that they had not received the full programme. Prisoners also spent too long locked in their cells between induction modules. Several induction documents that we examined were incomplete, and governance of induction was underdeveloped.

- I.6** We found one new arrival who had arrived at Brinsford the previous week who had not left his cell to take a shower or take part in activities for over four days. Induction staff had not identified this self-isolation or demonstrated additional support to help this prisoner.
- I.7** During our inspection, the managers responsible for the induction unit reacted positively to our findings, and began to make improvements

Recommendations

- I.8 Prisoners should be transferred to prison shortly after the conclusion of their court appearance.** (Repeated recommendation I.5)
- I.9 Induction information should be provided in a format that is accessible and easy to understand for all prisoners.**
- I.10 All new arrivals should receive a full induction programme that is appropriate to need, and recorded.**
- I.11 New arrivals on the first night and induction units should have more time out of their cells.**

Good practice

- I.12** *There had been significant effort to create a relaxed and supportive environment in reception which put new arrivals at ease. The dedicated first night centre provided a quiet and safe place for prisoners to settle in.*

Managing behaviour

Expected outcomes:

Prisoners live in a safe, well ordered and motivational environment where their positive behaviour is promoted and rewarded. Unacceptable conduct is dealt with in an objective, fair, proportionate and consistent manner.

Encouraging positive behaviour

- I.13** The prison relied on the incentives and earned privileges (IEP) scheme to encourage prisoners to behave positively. The scheme was not overly punitive for those on the basic level, and offered some additional time out of cell for those on enhanced. There had been some amendments to the scheme, including the reduction in the time it took prisoners to gain enhanced from three to two months. However, the short time that prisoners spent at Brinsford – half the population at the time of our visit had been there for less than three months – continued to undermine the scheme, and in our survey less than half of prisoners said that the incentives offered encouraged them to behave well.
- I.14** Management of the scheme required significant improvement. There was no evidence of some warnings or reviews in prisoners' electronic records or paper files on the wings.
- I.15** Bullying, violence and victimisation remained significant problems. In our survey, just over a quarter of prisoners said they felt unsafe currently, 39% said they had been intimidated by other prisoners and 35% said they had experienced verbal abuse by staff.

- I.16** Levels of violence had not changed substantially since the previous inspection, when managers had greater resources at their disposal. However, the number of assaults and fights remained high; in the previous six months, there had been 106 fights and 116 assaults on prisoners, 23 of which were serious. Many prisoners, staff and managers commented that boredom and frustration caused by the poor regime were a factor underlying violence.
- I.17** The violence reduction strategy outlined the various methods and schemes to manage perpetrators and support victims. However, few of these interventions operated as intended; investigations into violent incidents did not always take place, and some that did were cursory. As a consequence, violence reduction plans used to support victims and challenge perpetrators were not well informed and did not address the underlying causes of bullying or violence.
- I.18** The fortnightly security care and safety meetings were a useful forum that planned interventions for a small number of high profile perpetrators of violence. This ensured that some violence reduction plans, particularly those for more serious or persistent perpetrators, were detailed and led to interventions. However too many of those that we saw offered little more than monitoring and referrals. There was very little conflict resolution, although there were plans to address this.
- I.19** The prison had recently appointed a team of prisoner violence reduction representatives, which was a positive step. However, they were unaware of what their role entailed. This, combined with a lack of oversight of their work, presented risks.
- I.20** In our survey, only 20% of prisoners said they would report victimisation by other prisoners and only 32% would report victimisation by staff. We found two cases where allegations about staff had not been dealt with appropriately. One case involved a prisoner making an allegation of assault against an officer. A preliminary investigation had taken place but local records were not clear on what happened next. The police had not attended to take a statement from the prisoner, despite a commitment from the establishment to arrange this. When we challenged managers about this case, we were told that the matter had been concluded. Nobody had updated the prisoner who had made the allegation and we were still unclear why the police had not visited him to take a statement. In another case, a mistake by a new member of staff led to a prisoner being assaulted. Although the prison claimed to have dealt with the matter appropriately, it acknowledged that nobody had apologised to the victim. Both cases undermined confidence in the systems designed to keep prisoners safe.
- I.21** Support for victims of bullying and violence was reasonable. The supported living unit (SLU) continued to offer a safer, more purposeful environment for the more vulnerable prisoners, although there were not enough one-to-one and group interventions. There was a policy to identify self-isolators and ensure they had access to daily basics, including meals, showers and telephone calls, but there was not enough monitoring to check that this happened. Although we found one self-isolator who had not been identified by the prison, we were confident that most were.

Recommendations

- I.22** The incentives and sanctions for prisoners should be meaningful, and include achievable rewards that encourage prisoners to change their behaviour.
- I.23** The investigation of incidents of violence, protection of victims and management of perpetrators should be consistent on all wings.
- I.24** The prison should investigate and address the reasons why prisoners are reluctant to report victimisation by other prisoners and staff.
- I.25** The role of violence reduction representatives should be better defined and subject to clear oversight.
- I.26** The prison should demonstrate that all prisoners, including self-isolators, have access to a telephone call, shower and time out of cell every day.

Adjudications

- I.27** The number of adjudications was high, at 1,485 in the previous six months. However, the number had reduced since the previous inspection, even though there were now 20% more prisoners, so there had been a significant reduction in their use. The number of adjudications referred to the independent adjudicator had also fallen.
- I.28** Governance of adjudications was reasonable. Most records of hearings were reasonable and showed that prisoners were given the opportunity to put forward their version of events, but some did not show adequate enquiry before a finding of guilt. The deputy governor quality assured 10 adjudications a month and raised issues with individual governors. A monthly adjudication standardisation meeting discussed a useful report outlining trends and outcomes.

Use of force

- I.29** The increase in the use of force noted at the previous inspection had continued and the number of incidents remained high, with 411 recorded incidents in the previous six months. Although this was high for the type of prison, records and CCTV that we reviewed indicated that many incidents were relatively low level, such as the use of ratchet cuffs or guiding holds to protect other prisoners or staff. Very few incidents were planned or resulted in full or sustained force. We were satisfied that force was used proportionately in the cases we examined.
- I.30** Governance of the use of force was through a monthly restraint minimisation meeting attended by senior managers, including the governor. A range of data were presented, including reasons for force and, in most cases, lessons learned. Some improvements to the management of force had begun to take effect. There had been action to reduce the number of missing staff statements, although 65 were still missing at the time of our inspection. Managers had also identified hotspots and provided additional awareness training to staff who worked in those areas.

Segregation

- I.31** The use of segregation had continued to reduce since the previous inspection and was now similar to comparable establishments. There had been 235 cases of segregation in the previous six months. Segregation was only used as a punishment in a minority of cases, but was regularly used for prisoners awaiting adjudication hearings. While most stays remained short, eight prisoners had spent more than six weeks segregated in the unit in the previous six months, with the longest stay at 84 days.
- I.32** A segregation management and review group, led by a senior manager, now met quarterly to monitor the number held on the unit and the reasons for segregation. This forum discussed a useful report enabling managers to identify issues easily.
- I.33** The segregation unit was in a reasonable condition, with the 16 cells and communal areas clean and graffiti-free. However, the exercise yard was stark, and none of the prisoners on the unit during the inspection had access to radios. Relationships between staff and prisoners on the unit were good, and all residents during the inspection spoke highly of segregation staff.
- I.34** Although some segregated prisoners received input from education staff and psychologists, the regime for most was basic and limited to 30 minutes a day exercise, a shower and a telephone call.⁶
- I.35** Reintegration plans were managed by custodial managers on the prisoner's unit. The plans we saw were underdeveloped, and some did not state where the prisoner would go on leaving the segregation unit. This was partly offset by segregation reviews which were more action-focused; they were consistently chaired and reasonably well attended. Most prisoners continued to return to normal location at Brinsford following segregation.

Recommendation

- I.36 All prisoners in the segregation unit should have access to a meaningful regime, including one hour of exercise a day, education and interventions where appropriate.**

Security

Expected outcomes:

Security and good order are maintained through an attention to physical and procedural matters, including effective security intelligence and positive staff-prisoner relationships. Prisoners are safe from exposure to substance misuse and effective drug supply reduction measures are in place.

- I.37** Procedural and physical security were generally proportionate, with no obvious weaknesses in the prison's physical security. With the exception of random strip searching of prisoners taking visits, searching was intelligence-led. However, dynamic security was hampered in part by the poor regime, which offered little time for staff, particularly residential staff, to build relationships and understand the personal circumstances of prisoners (see main recommendation S40).

⁶ 'Solitary confinement' is when detainees are confined alone for 22 hours or more a day without meaningful human contact (United Nations Standard Minimum Rules for the treatment of prisoners. Rule 44).

- I.38** In the year following the previous inspection, management and use of intelligence had deteriorated but this had been rectified in the previous nine months. There remained a regular flow of intelligence from all areas of the prison, which was processed and analysed swiftly, and most resulting actions were carried out promptly. Links between the security team and other departments were good, and the monthly security meeting had reasonable attendance and set relevant objectives.
- I.39** In a change since the previous inspection, all prisoner movements to and from activity were now escorted. This was a reasonable move given the number of violent incidents at these times, as well as the number of prisoners who refused to attend activities. It also reduced the time required to move prisoners to activities, increasing the time for their work or education.
- I.40** The prison continued to have good links with the police. A local police intelligence officer collated information on continuing criminal issues, as well as pursuing investigations in the prison. However, we were not satisfied that there was an adequate police response to all allegations made by prisoners (see paragraph I.20).
- I.41** Random mandatory drug testing (MDT) positive rates continued to be high at 14% in the previous six months; all were for cannabis and synthetic cannabinoids. The prison's approach to drug supply reduction was underdeveloped. Drug and alcohol strategy meetings did not function well; a new strategy was implemented during the inspection but it was too early to assess any impact.

Safeguarding

Expected outcomes:

The prison provides a safe environment which reduces the risk of self-harm and suicide. Prisoners at risk of self-harm or suicide are identified and given appropriate care and support. All vulnerable adults are identified, protected from harm and neglect and receive effective care and support.

Suicide and self-harm prevention

- I.42** There had been one self-inflicted death since the previous inspection, and progress against the recommendation from the Prisons and Probation Ombudsman's report were monitored at the monthly safer custody meeting.
- I.43** Self-harm had increased significantly since the last inspection and was high for the type of prisons, at 554 incidents recorded between May and October 2017. (See main recommendation S39.) A small number of individuals accounted for multiple incidents of self-harm. There had also been a corresponding increase in the use of assessment, care in custody and teamwork (ACCT) case management to support prisoners who were at risk. The safer custody team had improved methods to record data from a range of sources to ensure that all incidents were captured.
- I.44** In our survey, 21% of prisoners said that they had been on ACCT at the prison, of whom only half felt that they had received sufficient care by staff. The quality of ACCT documentation that we examined had improved; initial assessments were now comprehensive and provided useful summaries to inform follow-up actions and case reviews. Nearly all first case reviews were attended by a member of the health team and had a contribution from them where this was not possible. However, daily staff entries on the

documentation did not always demonstrate that appropriate support was in place; comments were often observational and suggested a lack of meaningful contact.

- I.45** There had been several focus groups with prisoners to discuss safety concerns, including self-harm, and there had been a local survey of prisoners. Although this work had highlighted key risks including the link between increased self-harm and limited time out of cell, the findings had not yet been used to inform local strategy, nor led to improvements in the highlighted areas.
- I.46** A weekly multidisciplinary meeting discussed prisoners currently subject to ACCT. The meeting was mostly chaired by a senior manager and attended by key stakeholders, such as the caseworker responsible for the care of the prisoner. Members of the health and chaplaincy teams were invited but did not always attend. The safer custody manager was revising local procedures to address non-attendance.
- I.47** In addition to the multidisciplinary meeting there was a monthly safer custody meeting, which was well attended, including by the governor or deputy governor. The meeting used local records and information from the national self-harm data tool to assist decision making on actions to reduce self-harm. The local action plan contained around 100 actions, many of which were low level, but lacked a strategic focus setting out the principal actions to help reduce levels of self-harm. (See main recommendation S39.)
- I.48** A team of six Listeners were supported by the local Samaritans and the safer custody administrator. The Listeners attended safer custody meetings and had assisted the governor in a full staff briefing on self-harm. They had raised several concerns, such as not being notified when prisoners had requested them and an absence of designated Listener suites, and these matters were still to be addressed.

Recommendation

- I.49 Prisoners should have better access to Listeners and a Listener suite, and reasons for not using Listeners should be documented.**

Protection of adults at risk⁷

- I.50** The local safeguarding policy had been revised and the draft version that we were shown was appropriate for the current population profile. The prison had links with external safeguarding boards. Not all the staff we spoke to were clear about their responsibilities for adult safeguarding, but most knew to raise any concerns with managers.

Recommendation

- I.51 Staff should receive training on their adult safeguarding responsibilities.**

⁷ Safeguarding duties apply to an adult who:

- has needs for care and support (whether or not the local authority is meeting any of those needs); and
- is experiencing, or is at risk of, abuse or neglect; and
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of, abuse and neglect (Care Act 2014).

Section 2. Respect

Prisoners are treated with respect for their human dignity.

Staff-prisoner relationships

Expected outcomes:

Prisoners are treated with respect by staff throughout their time in custody, and are encouraged to take responsibility for their own actions and decisions.

- 2.1 In our survey, 64% of prisoners said that most staff treated them with respect. We observed many positive and supportive relationships across all disciplines and areas of the prison. Interactions were generally friendly, relaxed and constructive. Some staff demonstrated a good knowledge of the prisoners they were responsible for. However, staff and managers were too accepting of the poor standards and conditions in some cells and communal areas. (See main recommendation S40.)
- 2.2 Prisoners had limited contact with their offender supervisors, and too many did not attend their allocated daily activity and so did not see their instructor or teacher regularly. The poor amount of time out of cell also meant that residential staff were also less easily accessible. These factors hampered the development of good quality active staff relationships that supported and challenged prisoners to achieve agreed targets, deal with problems and progress through their remand period or sentence. (See main recommendation S40.) Few prisoners reported seeing governors or senior managers talking to prisoners.
- 2.3 There were more roles for prisoners to contribute to prison life and support other prisoners than at the last inspection. These now included prisoner information desk (PID) workers, equality and diversity and violence reduction representatives, reception and induction orderlies, reading mentors and Listeners (prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoners). The extension of trust placed in prisoners was commendable and demonstrated an important step towards creating an engaged and proactive community. That said, some peer workers were not clear about their roles and there was little governance of their work (see recommendation I.25).
- 2.4 Over half the prisoners in our survey (57%) said that they had a personal officer, of whom a third thought they were helpful. The personal officer scheme was not working effectively. Entries in prisoner case notes were not frequent enough and did not demonstrate meaningful interaction.

Recommendation

- 2.5 **The personal officer scheme should be applied consistently with regular interaction between personal officers and prisoners, which should be recorded in prisoners' electronic case notes.**

Daily life

Expected outcomes:

Prisoners live in a clean and decent environment and are aware of the rules and routines of the prison. They are provided with essential basic services, are consulted regularly and can apply for additional services and assistance. The complaints and redress processes are efficient and fair.

Living conditions

- 2.6** The prison environment had deteriorated since the previous inspection, and there had been a reduction in resources available to the prison. The buildings showed signs of wear and tear, and some issues, such as graffiti and displays of offensive material, were not always identified and addressed. (See main recommendation S40.) Too many cells were inadequately equipped, lacking basic items such as chairs, curtains, lockable cabinets or a toilet brush. Some of this was rectified during the inspection, and managers were responsive to our feedback. Heating on the residential units was variable, with some cells very hot and others cold, and not all window vents worked properly. This was a particular issue on the enhanced unit, which required maintenance in several areas. For example, there was poor flooring in the association area.
- 2.7** Standards of cleanliness varied and some toilets needed deep cleaning, although they did have seats and lids. Attempts to screen toilets were undermined by the lack of curtains at windows, and prisoners improvised using towels, sheets or paper. Fewer prisoners than at the previous inspection said they could get cleaning materials each week (26% against 46%). The fact that there were good stocks available suggested that this was either an issue of access or staff not being proactive in this area. The limited time that prisoners spent unlocked also had a negative impact on this. The residential units had association areas with some recreation equipment, but these areas required improvement. External areas were maintained well, and there was little litter around the site.
- 2.8** In our survey, more prisoners than the comparator and at the previous inspection said they could now shower daily. However, during the time available to shower they were also expected to carry out numerous other domestic tasks, including exercising and phoning home (see paragraph 3.1 and main recommendation S40). Shower units were adequately screened and reasonably clean but they were showing signs of wear, with some damaged flooring, and water traps that were clogged with debris. Prisoners on the enhanced unit had in-cell showers.
- 2.9** Prisoner access to laundry facilities varied between the units, and there were no consistent processes to manage how prisoners could get their clothes washed. Only one machine could be used at a time in each laundry room. Toiletries were available from PID workers, and prison clothing and kit were stocked on all units and in decent condition. Prisoners could wear their own clothing, depending on their privilege level, and could access their stored property through application.
- 2.10** In our survey, only 10% of prisoners said that their cell call bell was answered within five minutes, against the comparator of 25%. There was currently no process for managers to monitor the cell call bell system, and we saw some instances of staff not treating a cell bell as a priority.

Recommendations

- 2.11 Cells should be properly equipped and furnished with curtains to ensure privacy.**
- 2.12 Staff should respond to all cell bells promptly, the timeliness of responses should be monitored closely, and action should be taken to address delays.**

Residential services

- 2.13** The prison catered for a range of medical, religious and ethical diets. In our survey, only 39% of prisoners thought the food was good and less than a third said they received enough to eat most of the time. Although lunch now included some hot options, breakfast packs remained meagre and were issued 14 hours before they were to be eaten. Some prisoners said they ate their breakfast the day they received it and then did not eat until lunch the next day. The quality of the food sampled was reasonable but some meal options, particularly cold choices, were too small for growing adolescents. If prisoners took all of the items included with their selected meals, the hot options at tea were a reasonable size. Few prisoners had the opportunity to eat in association out of their cells. Prisoners were consulted about the food in a number of ways but this was not addressing the issue of why so many prisoners felt they did not have enough to eat.
- 2.14** The kitchen was clean. Some wing serveries were not cleaned properly after food was served; this was addressed during the inspection. Food temperatures were recorded. The serving of food was reasonably well supervised and prisoners involved in food service wore protective clothing. Prisoners worked in the main kitchen but there was no opportunity for them to complete national vocational qualifications, unless they moved on to work in the in-house staff bistro.
- 2.15** The range of items on the prison shop list was reasonable. In our survey, 66% of prisoners said that the shop sold what they needed, against 41% for the comparator and at the previous inspection. New arrivals could buy a toiletry pack containing branded products if they wished rather than use the products provided by the prison. Prisoners could order newspapers and magazines, as well as shop from catalogues, but they were charged an administration fee for catalogue orders.

Recommendations

- 2.16 Breakfast packs should be more substantial and served on the day they are to be eaten.**
- 2.17 All prisoners should have the opportunity to dine in association.** (Repeated recommendation 2.89)
- 2.18 Managers should address and seek to improve prisoners' negative perceptions about the food, including their view that they do not get enough to eat.**
- 2.19 Prisoners should not be charged a fee for catalogue orders.**

Good practice

- 2.20** *The provision of a hot meal option at lunchtime as well as for the evening meal was a positive step.*

Prisoner consultation, applications and redress

- 2.21** Monthly consultation meetings took place on residential units, and issues that were not unit-specific were referred to the monthly prisoner council. Minutes indicated that some issues were rolled over from one meeting to the next, and insufficient attendance at the council meeting from areas of the prison being discussed hampered its ability to influence change. Attendance by prisoners was improving with the presence of PID workers as unit representatives, pending the organisation of elections for unit council members.
- 2.22** PIDs on each residential unit - where prisoners could get a range of application forms, toiletries and other kit - had been introduced a few months previously, and had improved prisoner access to daily basics. In our survey, 45% of prisoners said that applications were dealt with fairly but only 19% said they were dealt with within seven days. PID workers logged prisoner applications but there was no system to track them, which meant that timeliness could not be monitored or outstanding applications chased.
- 2.23** In our survey, one-fifth of prisoners who had made a complaint said that it was dealt with within seven days, and only 29% felt that complaints were dealt with fairly. Around 100 complaints a month were submitted, which, given the increase in population, was lower per prisoner than at the previous inspection. The prison's records showed that 69% of complaints in the previous six months had received a substantive response within five working days, with the rest getting an interim response first. Few appeals were submitted, possibly because information about appealing a complaint decision was not routinely included with complaint responses.
- 2.24** The complaint responses that we examined were generally adequate, but some did not respond to all elements. Quality assurance picked up relevant issues, and staff were encouraged to speak to prisoners as well as writing a formal response. We were concerned that one prisoner who had complained about use of force had not been kept updated on the actions he was told would be taken (see paragraph 1.30). Data and trends for complaints were analysed monthly.
- 2.25** The offender management unit could refer prisoners for bail accommodation, but few prisoners applied for this service. Offender supervisors could signpost prisoners to solicitors and, if needed, facilitate legal telephone calls, but there was no legal advice service in the prison. The library had useful information about the Prisoners Advice Service, legal books and HMPPS information (see paragraph 3.6). There were sufficient private rooms for legal visits but some contained graffiti or damaged chairs, and some legal visitors had to wait too long for prisoners to be escorted to their meeting. We were told that eligible prisoners had been made aware of their voting rights but none had exercised this right.

Recommendations

- 2.26** **Prisoner applications should be tracked and responses should be prompt.**
- 2.27** **The prison should investigate and address prisoners' lack of confidence in the complaints system.**

Equality, diversity and faith

Expected outcomes:

There is a clear approach to promoting equality of opportunity, eliminating unlawful discrimination and fostering good relationships. The distinct needs of prisoners with particular protected characteristics⁸ and any other minority characteristics are recognised and addressed. Prisoners are able to practise their religion. The chaplaincy plays a full part in prison life and contributes to prisoners' overall care, support and rehabilitation.

Strategic management

- 2.28** Although staff resources allocated to equality work had reduced since the last inspection, some good practice had been retained. The equality policy outlined the strategic approach to identifying and planning to address inequalities. However, it did not include sufficient guidance for staff, equality representatives and prisoners on provision of support to each group with protected characteristics. There was an action plan, based on HMIP's *Expectations*, but this did not include targets to meet the specific needs of prisoners with protected characteristics.
- 2.29** The monthly equality meeting was chaired by the governor or her deputy, giving it appropriate status, and it was attended by staff from across departments as well as prisoner representatives. The meeting considered a range of information, including data and contributions from prisoner representatives. Concerns were identified and action was recorded.
- 2.30** There were no systematic focus groups for prisoners with protected characteristics. This was offset somewhat by a few limited opportunities for these prisoners to voice their concerns through prisoner equality representatives and staff equality champions, as well as through general consultation processes. Although the prisoner representatives and designated residential staff had clear job descriptions, the approach was not operating effectively enough. This was mainly due to the limited time for association, which affected the opportunity for representatives to speak with prisoners who needed advice or support. (See main recommendation S40.)
- 2.31** There had been 34 discrimination incident reports (DIRFs) submitted in the previous six months. The DIRFs that we examined had been investigated thoroughly, responses were timely and full replies were provided. There was good quality assurance from the governor's scrutiny, sampling by external organisations working in the prison and by an external panel involving nearby establishments.

Recommendations

- 2.32** The prison's equality policy and equality action plan should include the support available for and entitlements of prisoners with protected characteristics.
- 2.33** Residential staff allocated to equality and prisoner equality representatives should work effectively together to ensure that all prisoners with protected characteristics are consulted and given sufficient advice and support.

⁸ The grounds upon which discrimination is unlawful (Equality and Human Rights Commission, 2010).

Protected characteristics

- 2.34** Almost half of prisoners were from a black and minority ethnic background. Prisoners and staff told us that relationships between black and minority ethnic and white prisoners were good, and we observed friendly interactions between the groups. Black History Month had been celebrated. There had been ad hoc consultation about allegations of racial tension on a wing. In our survey, responses from black and minority ethnic prisoners were mostly in line with those from white prisoners, except for interactions with staff. Only 18% of black and minority ethnic prisoners said a member of staff had talked to them about how they were getting on, compared with 39% of white prisoners.
- 2.35** The prison had identified six prisoners from a Gypsy or Traveller background but they received no additional support.
- 2.36** At the time of the inspection there were 44 foreign national prisoners, with reasonable provision for them. There was printed information about the prison in foreign languages in the first night centre, and staff used computer translation software effectively to communicate with non-English speakers. Where possible, prisoners with little English were located with fellow nationals who could help with interpreting and provide advice. Foreign national prisoners who did not have social visits were given telephone credit to contact their family abroad. Immigration and deportation concerns were well managed, and all foreign national prisoners were invited to monthly surgeries where an immigration service officer and an independent solicitor provided advice and support.
- 2.37** Prisoners with disabilities were identified in reception through self-declaration and health care assessments. The prison recorded 88 prisoners with disabilities, which was 18.6% of the population. However, 26% of prisoners in our survey said they had a disability and this would be worthy of further exploration. There were no prisoners identified with serious physical disabilities and there were no personal emergency evacuation plans (PEEPS). Two cells were being adapted to provide suitable accommodation for those with physical disabilities, and a past prisoner with serious injuries had been well cared for through a support plan. Some prisoners with learning difficulties were located on the supported living unit (see paragraph 1.21) where an additional officer was detailed to provide support.
- 2.38** At the time of the inspection, there were two prisoners being supported in their wish to live as females. The responsible manager had developed formal plans to ensure their needs were understood and met. One of the women had complex needs and presented a particular challenge but the establishment responded well, ensuring she was able to live on normal location after a long period of segregation.
- 2.39** In our survey, 2% of prisoners said they were gay or bisexual. There was no additional support for these prisoners, and no links with community groups to provide advice and support. There was no evidence that induction staff or peer mentors offered assurance to new prisoners that they were safe to express their sexuality openly if they wished to do so.
- 2.40** As at the last inspection, there was no specific support for young prisoners transferring in from the juvenile estate, and liaison from some sending establishments had been poor. We were told of plans for Brinsford staff to meet prisoners due for transfer at their juvenile establishments.

Recommendations

- 2.41** The prison should investigate and address the more negative responses to our survey from black and minority ethnic prisoners about their interactions with staff.
- 2.42** Links should be developed with community groups to provide support for equality work, especially with gay and bisexual prisoners.

Faith and religion

- 2.43** Facilities for corporate worship were impressive, and access for prisoners who wished to practise their faith was good. Faith leaders were available for all major religions. At the time of the inspection, the few prisoners who were Mormon did not have access to a faith leader but could regularly meet together in the chaplaincy. At the last inspection, there were concerns about prisoners being bullied into joining religious groups. This time we found good links with the security department, and chaplains were aware of the risks of radicalisation.
- 2.44** The chaplaincy was well integrated into prison life and well respected by staff and prisoners. The managing chaplain was on the senior management team, and chaplains were core members of all management groups. A duty chaplain saw all new arrivals, segregated prisoners, inpatients and those newly subject to self-harm risk case management. Chaplains offered pastoral counselling to individuals and supported those who had been bereaved.
- 2.45** A range of classes included religious instruction, social development and music. The managing chaplain was delivering the Tarbiyah programme (aiding prisoners in the correct interpretation of Islam) to a prisoner who had been convicted of offences motivated by their interpretation of a religious ideology. Religious understanding and celebration were promoted with an interfaith day, marking of major religious festivals and contributions to charities. Christian community groups helped with the delivery of worship, but there was no support from other faith groups at the time of the inspection.

Recommendation

- 2.46** The prison should make links with community groups from a range of religious backgrounds reflecting the prison population to contribute to the work of the chaplaincy.

Health, well-being and social care

Expected outcomes:

Patients are cared for by services that assess and meet their health, social care and substance use needs and promote continuity of care on release. The standard of provision is similar to that which patients could expect to receive elsewhere in the community.

2.47 The inspection of health services was jointly undertaken by the Care Quality Commission (CQC)⁹ and HM Inspectorate of Prisons under a memorandum of understanding agreement between the agencies. The CQC found there were no breaches of the relevant regulations.

Strategy, clinical governance and partnerships

2.48 NHS England had commissioned Care UK to provide health services since April 2016. Care UK subcontracted several services but maintained primary responsibility. Partnership working between the providers, commissioners and prison remained good. There was an effective strategic and operational governance structure with appropriate representation and attendance at the local delivery board and at the quality assurance and improvement meetings, which covered most areas. A draft health needs assessment was underway, and a substance misuse and mental health needs assessment was due for completion in December 2017.

2.49 The service was well led and we observed a skilled and conscientious team providing a good standard of care. Staffing levels and an appropriate skill mix were maintained throughout the 24-hour period. There was a range of very good clinical meetings, including a daily handover meeting attended by representatives from all teams, which identified any clinical concerns and demonstrated effective joint working.

2.50 Learning from audits, adverse incidents and oversight of the health care aspects of the recommendations from the Prisons and Probation Ombudsman death in custody report (see paragraph 1.42) had informed service improvement. Feedback from patient surveys was analysed, and issues raised from the patients' forum had been addressed. Most prisoners we spoke to were satisfied with the quality of health provision.

2.51 Responses to the health-related complaints we sampled were timely, courteous and addressed the concerns raised, but quality assurance and monitoring of trends were underdeveloped. Compliments were also recorded.

2.52 Health services were delivered mainly in the health care centre, and medication was administered from small dedicated rooms on the wings. Most rooms were clean apart from the health care room in reception, which was grubby. There were regular infection prevention and control audits, with progress made in addressing the issues highlighted.

2.53 The dilapidated seating in the main waiting area in health care had been removed, and there was no seating there when we inspected, which was unacceptable. We observed some patients having to wait too long before and after appointments due to delays with escorting staff. Several patients told us this made them feel anxious and bored, and was compounded

⁹ CQC is the independent regulator of health and adult social care in England. It monitors, inspects and regulates services to make sure they meet fundamental standards of quality and safety. For information on CQC's standards of care and the action it takes to improve services, please visit: <http://www.cqc.org.uk>.

by the lack of seating. However, once we had identified the problem, a few temporary seats were provided.

- 2.54** Clinical and managerial supervision was embedded and mandatory training was well managed. Professional development opportunities were particularly good for Care UK staff.
- 2.55** The electronic clinical records on SystmOne that we sampled were good, especially the mental health and psychosocial team members' detailed progress notes and care plans.
- 2.56** Health staff attended all emergencies. Their emergency equipment was exemplary, regularly monitored and replicated in each wing health care room. The emergency response nurse carried a resuscitation pack and an automated external defibrillator (AED). However, nurses would use the prison's AEDs should it become necessary and some of the pads were out of date.

Recommendation

- 2.57** **All medical emergency equipment should be in date and ready for use at all times.**

Promoting health and well-being

- 2.58** Health promotion was delivered during consultations, and literature was available in the health centre and on the wings. Material could be translated into other languages but this was not clearly advertised. There was an active approach to smoking cessation. The prison had become a smoke-free establishment in June 2017 and smoking cessation support was good.
- 2.59** Although the service focused on age-appropriate screening, there were delays in patients receiving some vaccinations, including for measles, mumps and rubella and the main groups of meningococcal bacteria, but this was being managed.
- 2.60** Sexual health clinics were run by appropriately trained nurses, and screening for blood-borne viruses was good. The global shortage of the hepatitis B vaccination had led to delays, but the supply received had been prioritised in line with NHS guidelines. Barrier protection was available from health staff along with harm minimisation advice, which was also offered on release.
- 2.61** Staff were aware of policies for preventing communicable diseases and the necessary action in the event of an outbreak. There were good links with local TB specialist services and Public Health England.

Primary care and inpatient services

- 2.62** All new arrivals received an initial health screen to identify immediate health issues, and appropriate referrals were made. A secondary health screen was completed the following day, and prisoners were given a leaflet about health services.
- 2.63** There was a good range of primary care services, including access to an optician and physiotherapist, and waiting times were short for most services. Patients waited one day for a routine GP appointment, with urgent slots available at each clinic, which was excellent, and out-of-hours provision was good. Nurses were also able to see patients on the same day,

and visited them on their wing if they were unable to attend health care. Patients with long-term conditions were well managed by appropriately trained nurses and the GP.

- 2.64** Conditions for prisoners in the 11-bed inpatient unit had deteriorated since the last inspection. Clinical admission and discharge criteria were adhered to. The unit was mostly used for patients with mental health needs. The restricted regime was not conducive to providing a therapeutic environment. The four inpatients during the inspection had little time unlocked and spent only a few hours a day out of their cell. The unit was overseen by officers, and primary care staff visited during the day. Mental health nurses visited daily and completed one-to-one interventions when there were enough officers to facilitate this. Opportunities for clinical staff to observe patients' day-to-day presentations were limited due to the restricted regime and because no health staff were based there.
- 2.65** There were robust systems to manage external hospital appointments, which resulted in few cancellations. All patients returning from hospital were given a follow-up appointment to discuss their future care, which was positive.
- 2.66** On release prisoners were given helpful information and a discharge summary for their GP. Those on medication were given a week's supply. A new health app provided by Care UK to prisoners on their discharge was an innovative and promising initiative. Released prisoners were given individual log-in details and could download the app on their phone in the community for health advice.

Recommendation

- 2.67 The inpatient unit should offer a clinically therapeutic environment with adequate time out of cell for residents.**

Social care

- 2.68** The prison's strategic approach to social care with the local authority was underdeveloped. Referral pathways and the responsibilities of each party were unclear as there was no joint memorandum of understanding. One prisoner had required social care within the last year, and the health provider had met his personal care needs. No one was receiving social care at the time of inspection. Access to mobility aids and adaptations was satisfactory.

Recommendation

- 2.69 The prison should develop a memorandum of understanding with the local authority for social care assessments and social care provision.**

Mental health care

- 2.70** Since April 2016, South Staffordshire and Shropshire NHS Foundation Trust had been subcontracted to provide an integrated mental health and psychosocial substance misuse service, called Inclusion. The service was available from 9am to 5pm every weekday. The multidisciplinary team included nurses, recovery workers, access to a psychiatrist, an occupational therapist and a counselling psychologist. There was a stepped-care model with a good range of treatment for patients with mild to moderate mental health needs and those with more complex needs. This included regular one-to-one support, guided self-help, and some groupwork on managing emotions and a life skills group.

- 2.71** Patients were referred through an open referral system. Assessments were completed within set target times and urgent referrals were seen within two working days. At the time of the inspection, the team was supporting 72 patients, including 12 who had serious and enduring mental health needs and were effectively managed under the care programme approach (CPA).
- 2.72** Communication with other departments in the prison was good. An impressive weekly multidisciplinary meeting, including primary care staff, discussed complex cases and demonstrated a holistic approach to care.
- 2.73** The recovery practitioners had received additional mental health training, and all team members participated in the daily duty professional rota. This provided a responsive service and enabled attendance at first reviews of prisoners on assessment, care in custody and teamwork (ACCT) case management for risk of suicide or self-harm, although the team was not always informed of the time of meetings.
- 2.74** Although the team had a training package it could deliver, there was no ongoing programme of mental health awareness training to help officers identify and support prisoners with mental health problems. However, 13% of officers had received training in personality disorder awareness.
- 2.75** Four prisoners had been transferred to secure mental health units in the six months since June 2017, and one transfer exceeded the transfer guideline of 14 days. A current patient had been waiting over eight weeks, which was too long, mainly due to external factors, including bed availability.

Recommendations

- 2.76 All discipline officers should receive mental health awareness training to enable them to recognise and support prisoners with mental health problems.**
- 2.77 Patients requiring a transfer under the Mental Health Act should be transferred expeditiously and within the current transfer guidelines.** (Repeated recommendation 2.82)

Substance misuse treatment¹⁰

- 2.78** The substance misuse service was provided by Care UK with psychosocial services subcontracted to Inclusion. In our survey, fewer prisoners who had a drug problem than at the previous inspection, only 38% compared with 72%, said they had received help for this. Inclusion staffing had been reduced since our last inspection and had a lower profile; they no longer saw new arrivals during induction to give general advice.
- 2.79** Inclusion recovery workers assessed all referrals to the service within three to five working days. There were currently 51 prisoners (10% of the population) in contact with the service compared with 110 (28%) in 2015. Prisoners received a good service through an appropriate range of one-to-one and group approaches. Recovery staff were co-located and integrated with the mental health team, which facilitated dual-diagnosis working for prisoners with both mental health and substance misuse needs.

¹⁰ In the previous report substance misuse treatment was included within safety, while reintegration planning for drugs and alcohol came under rehabilitation and release planning (previously resettlement).

- 2.80** The clinical management of opiate substitution therapy complied with national guidance, and prescribing was led by appropriately competent and clinically supervised nurses. Only two patients were in receipt of an opiate substitute (methadone) and were stable. The stabilisation unit had closed because demand for prescribing had been low, and no patient had undertaken detoxification in the last two years.
- 2.81** Inclusion had good links to community support for prisoners with substance misuse issues in the West Midlands, where the majority of prisoners were released. There were currently no peer workers, but there were plans to appoint one on each residential unit. Marijuana Anonymous (MA) was being considered for introduction to the prison due to the younger age of prisoners seen by the service, which was a novel approach.

Medicines optimisation and pharmacy services

- 2.82** Medicines were supplied by Lloyds Pharmacy at HMP Oakwood, mainly for named patients. However, few stock medicines were available and the pharmacy needed to be more flexible in its response to a few dispensing errors it had made to ensure patients received their medication promptly.
- 2.83** Prisoners could consult the pharmacist, and this service was well advertised. The technician had created a repeat prescription form for patients who had 28-days' supply of medicines in possession; this encouraged patients to take responsibility for their medicines and reduced wastage.
- 2.84** Prescribing and administration were done effectively through SystemOne. A medicine formulary was mainly adhered to. More than half the patients had their medicines in possession, mainly for 28 days. Appropriate risk assessments were completed and prisoners had locked cupboards to store their medicines safely. Other medicines, sometimes chosen to accommodate the prison regime, were supervised twice daily. Some sedating medicines were given too early. Virtually no common tradable medicines were prescribed.
- 2.85** Officers now supervised medication administrations. A separate room in the health care department was used for administering controlled drugs. The design of the treatment area in health care posed a security risk to both pharmacy and medical staff, and a gate was due to be installed.
- 2.86** Medicines could be supplied without the need to see a doctor, but no basic medicines were available through the prison shop. Suitable emergency medicines were available, but the stock of antibiotics was not wide enough.
- 2.87** Medicines management was generally good but there were no formal stock reconciliation procedures for the over-the-counter medicines. The technician checked medicines in all rooms twice weekly and raised non-adherence concerns with the doctor. There were relevant written procedures and protocols. The over-the-counter policy did not have the correct list of medicines that needed to be reviewed. Well-attended monthly quality assurance and improvement meetings discussed medicines management.
- 2.88** No community-style prescriptions were used, which posed some problems when prisoners were unexpectedly released from court.

Recommendation

- 2.89** The list of stock medicines should be reviewed to ensure that all reasonable situations are accommodated, and that patients receive medications promptly.

Good practice

- 2.90** *The pharmacy technician had set up procedures to identify non-adherence concerns, reduce the wastage of medicines and encourage prisoners to take responsibility for their medicines.*

Dental services and oral health

- 2.91** NHS England commissioned a local community dentist to provide a full range of NHS-equivalent services, including good oral health promotion. The dentist, supported by dental nurses (including one employed by Care UK), held a weekly session. Waiting times compared favourably with those in the community. The lead dental nurse prioritised appointments according to clinical need, and urgent dental care was prioritised.
- 2.92** The dental suite and separate decontamination room were clean and well stocked, and met current infection control standards. Dentistry equipment was well maintained and serviced regularly. Dental waste was disposed of appropriately.

Section 3. Purposeful activity

Prisoners are able and expected to engage in activity that is likely to benefit them.

Time out of cell

Expected outcomes:

All prisoners have sufficient time out of cell and are encouraged to engage in activities which support their rehabilitation.

- 3.1 Time out of cell for most prisoners was poor, and affected many aspects of their lives and opportunities. Most prisoners only had around 45 minutes a day to socialise, take a shower, contact families, meet prisoner representatives and exercise in the open air. In our survey, 39% of prisoners said they spent less than two hours out of their cell on a typical weekday, and 80% on a typical Saturday or Sunday. (See man recommendation S40.)
- 3.2 At worst, on weekdays a prisoner on the standard privilege level who was not working would be unlocked for less than one hour, and not at all in the evening. Most of those on standard level who attended an activity were locked away immediately on return to their wings and had just 45-minutes facility time a day. Their total time unlocked on a weekday was just five hours and 30 minutes. Prisoners on the enhanced level and those on the supported living unit (SLU, see paragraph 1.21) fared a little better with one hour of evening association. At weekends, prisoners had an association session either in the morning or the afternoon.
- 3.3 In our spot checks we found an average of 182 prisoners (38.7% of the prison population) locked in their cells, many of whom should have been attending activities.
- 3.4 Outdoor exercise areas were well equipped with seating and gym equipment, but were only accessible for most prisoners during the 45-minute facility time and clashed with their opportunity to make telephone calls and take a shower.
- 3.5 The library was a welcoming and well-resourced facility but prisoners had too little access to it, even though it was open weekdays and some evenings. Between August and October 2017, around 170 prisoners used the library a month, some on multiple occasions. Many prisoners attended with their work or education group, and library staff said a lack of officers to escort prisoners from their residential units hindered access. There were initiatives to improve access, such as allowing enhanced level prisoners to have time in the library without an officer.
- 3.6 The library had a good range of materials to suit different ability levels and interests. Initiatives such as the Reading Ahead project were actively promoted, and there were links with the education provider. The library service was provided by Staffordshire County Council, and Brinsford benefited from links with other prisons and community libraries in the area, including access to books in a range of languages. Prison Service Orders and Instructions were provided to prisoners on request, and legal texts were available for reference. There was a good supply of information from the Prisoners' Advice Service and education prospectuses. The virtual campus (enabling internet access to community education, training and employment opportunities) was no longer available (see paragraph 3.20), and the equipment was instead used by prisoners to type documents. The Storybook Dads DVD and CD story-recording service was used well (see paragraph 4.5).

- 3.7** The physical education facilities included a large sports hall, multi-purpose gym rooms and an outdoor pitch. The prison belonged to a local football league, hosting a match every weekend. The showers had privacy screens and were clean, but not all were working.
- 3.8** There were eight PE staff who delivered a full programme of activities each day. Induction sessions for new arrivals took place four days a week. The gym was open at weekends as well as weekdays, and held evening sessions for enhanced prisoners and those who worked full time. Dedicated sessions were timetabled for prisoners with specific needs, for example remedial gym and for SLU and health care unit prisoners. In our survey, 22% of prisoners said they could go to the gym two or more times a week. There was basic monitoring of attendance but the data were not used to promote health and fitness to the third of the population who did not attend or to ensure equality of access.
- 3.9** Prisoners could complete accredited PE training courses recognised by the fitness industry. An employability course was run in conjunction with West Bromwich Albion football club, which gave some prisoners access to employment on release. Outward bound activities had not taken place for some time due to a lack of prisoners suitable for release on temporary licence.

Recommendations

- 3.10 All prisoners should have at least weekly access to the library.**
- 3.11 Data on gym use should be analysed to increase staff awareness of the groups of prisoners who participate and to promote the facilities to those who do not attend.**

Education, skills and work activities (Ofsted)¹¹

Expected outcomes:

All prisoners can engage in activities that are purposeful, benefit them and increase their employability. Prisoners are encouraged and enabled to learn both during and after their sentence. The learning and skills and work provision is of a good standard and is effective in meeting the needs of all prisoners.¹²

3.12 *Ofsted made the following assessments about the learning and skills and work provision:*

Overall effectiveness of learning and skills and work:	Requires improvement
<i>Achievements of prisoners engaged in learning and skills and work:</i>	<i>Requires improvement</i>
<i>Quality of learning and skills and work provision, including the quality of teaching, training, learning and assessment:</i>	<i>Requires improvement</i>
<i>Personal development and behaviour:</i>	<i>Requires improvement</i>
<i>Leadership and management of learning and skills and work:</i>	<i>Requires improvement</i>

Management of education, skills and work

- 3.13** Recent purposeful strategic planning by prison managers had identified external partnerships to extend the range of work and training, and new activities were due to start. Although the number of work and training places had increased since the previous inspection, there were still too few for the whole population to be actively engaged in purposeful activity on a full-time basis. New initiatives in the sport academy with a local football club, with a catering academy, in car valeting and in bin cleaning provided useful employment skills, which had already enabled prisoners to gain employment on release. The recently introduced amenities and communities project helped those in the SLU to develop confidence and work with other people.
- 3.14** The education and vocational training provision from Milton Keynes College required improvement. Revisions to the curriculum provided more practical training. Staffing problems had led to closure of workshops, and slow progress in embedding English and mathematics in the training courses. Prisoner induction to education was appropriate and identified learning needs, but not all prisoners completed it to enable tutors to make sure their learning needs were identified and then met in training. (See paragraph 1.5 and recommendation 1.10.)
- 3.15** Prisoner attendance at education remained low. Too many sessions ran with reduced numbers of learners. Inspectors found many sessions where less than two-thirds of those allocated were in attendance. Too often, learners were missing sessions due to health care appointments, other prison meetings and events. Attendance among the larger group of

¹¹ This part of the inspection is conducted by Ofsted inspectors using Ofsted's common inspection framework. This ensures that prisons are held accountable to the same standard of performance as further education colleges in the community.

¹² In the previous report reintegration issues for education, skills and work were included within rehabilitation and release planning (previously resettlement).

prisoners allocated to work and training activities was better, but still not good enough. (See main recommendation S40.)

- 3.16** The process of allocating prisoners to work and training was clear and fair, with purposeful input from all departments. Skills action plans were used well, where available, to make sure work related to individual needs. Poor communication with prisoners following allocation to activities meant they often did not know if their application had been successful. Prisoner pay for work and training was fair and equitable, with additional bonuses used well to encourage prisoners to complete qualifications. Most work done by prisoners supported the daily running of the prison.
- 3.17** Prison and regional managers responsible for delivering learning and skills worked closely with Milton Keynes College to manage the provision, and highlight concerns and monitor the achievement of qualifications. However, staffing shortages had not been dealt with promptly to maintain the stability of the provision. For example, all three additional learning needs tutors had left but replacements had not been secured, so there was no continuity of support for prisoners with additional learning needs.
- 3.18** The operational quality assurance across all prison and training activities was not sufficiently thorough. Quality improvement planning was not well enough coordinated to monitor the progress of improvement actions. It focused on the recommendations from the previous inspection that leaders and managers were working towards addressing, but the progress made towards many of them was insufficient. The self-assessment report was overly descriptive and did not evaluate current strengths and weaknesses of the provision.
- 3.19** The quality of the National Careers Service provided through Prospects required improvement. Prospects staff did not see all new arrivals, and skills action plans were developed only for prisoners with sentences of 12 months or more. These plans lacked measurable short- and long-term targets to help prisoners identify how they could improve their career prospects. Most prisoners within 12 weeks of leaving were interviewed by Prospects staff, and completed their skills action plans to identify future training needs on release. There was no pre-release course.
- 3.20** The virtual campus had been inoperative since March 2016, preventing prisoners from searching for jobs before their release. The proportion of prisoners entering training or employment on release had improved since the previous inspection to around 26%.

Recommendations

- 3.21** **There should be sufficient work and training places to enable all prisoners to participate in purposeful activities, and provide appropriate skills development that can lead to their employment on release.**
- 3.22** **Individual prisoner attendance in education, training and work should be monitored and managed to ensure a consistent approach to non-attendance.**
- 3.23** **All prisoners allocated to work and training should attend their activities with the minimum disruption from other prison activities.**
- 3.24** **There should be provision of appropriate support for prisoners with additional learning needs.**
- 3.25** **Procedures to assure the quality of training and purposeful activities should be systematically applied to all aspects of the provision.**

- 3.26** The virtual campus should be re-established, and all prisoners should have access to it for their studies or career development.
- 3.27** The outcome of decisions about allocation to work, training and education should be communicated promptly to all prisoners.

Quality of provision

- 3.28** Teaching, coaching and learning for prisoners who regularly attended sessions was good. Learning was mostly well planned, often with activities differentiated to meet individual learning needs. However, the careful planning was disrupted when learners failed to attend. (See main recommendation S40.)
- 3.29** A thorough induction, for those who attended, identified prisoners' starting levels of literacy and numeracy and the learning support required. Most tutors understood the needs of their regular learners, delivering well-organised sessions with purposeful learning. However, the recent loss of three tutors meant that support for prisoners with learning needs was inadequate (see paragraph 3.17 and recommendation 3.24).
- 3.30** Coaching in vocational training was of a consistently good standard. Prisoners were purposefully engaged in activities and developed good skills. In art, learners developed their creative skills and built their confidence to make good progress. Peer mentors worked well with staff to support learners in vocational training, but such support was not available in education classes.
- 3.31** Classrooms and training areas were bright and conducive to training, with good displays of prisoners' work. Workshops were also well equipped and resourced.
- 3.32** Tutors did not systematically develop numeracy and literacy skills in classroom learning, training workshops or work. In a good mathematics session, prisoners' reading, writing, listening and comprehension skills were improved; prisoners used dictionaries to understand then explain technical terms relevant to the geometry they were studying.
- 3.33** The quality and usefulness of personal learning plans were too varied. Targets were set for literacy and numeracy, but neither tutors or learners systematically tracked the development of these transferable employability skills.
- 3.34** Feedback to prisoners was not always useful in helping them improve. In too many cases tutors' written comments were too hard for prisoners to read, and lacked explanation of what they needed to do to improve the quality of their work.
- 3.35** Staff did not identify and record the development of prisoners' skills. Too many separate systems were used to collate prisoner information. Not all staff across the prison could access all the information they needed to support individuals. For example, staff in workshops did not necessarily know about additional learning support needs or what other qualifications an individual had already completed.
- 3.36** Prisoners completing distance learning had access to computers in the library, but not to the virtual campus (see paragraph 3.20 and recommendation 3.26). The recent resignation of the distance learning support tutor meant they did not have access to anyone who could provide links to their external tutors.

Recommendations

- 3.37 Prisoners in all work and training areas should be enabled to develop and enhance their literacy and numeracy skills.**
- 3.38 All feedback to learners should tell them what they need to do to improve their work.**
- 3.39 There should be a progress tracking mechanism that enables all staff and prisoners to see agreed personal development and learning needs, employability skills and qualifications achieved.**

Personal development and behaviour

- 3.40** Prisoners who regularly attended activities were interested and well motivated to gain a qualification and develop their skills. Most were proud of their work, achievements and the progress they had made. Most demonstrated an appropriate work ethic, working collaboratively and developing useful employment skills. Highly motivated prisoners learning English as a second language attended their lessons regularly and were very committed to improving their language skills.
- 3.41** The recently introduced amenities and communities project helped individuals who lacked self-assurance to develop their confidence in a safe environment alongside other staff and prisoners, and then move into other training and work.
- 3.42** Those who attended education, training and work enjoyed it; many developed self-confidence and improved understanding of the work skills they would need for resettlement. However, not all prisoners were able to recognise the skills they had acquired.
- 3.43** Prisoners treated their peers and staff with respect. They were well behaved and focused on their activity. When appropriate, staff and other learners quickly challenged poor behaviour and inappropriate language.
- 3.44** Prisoners and workers in workshops and practical areas understood the correct use of personal protective clothing and equipment to stay safe. Prisoners in work and in vocational training completed useful health and safety inductions and, when questioned, understood the need for safe working practices.
- 3.45** Prisoners proudly exhibited their work at quarterly celebrations of success. Families, friends and key personnel from local businesses attended, and some prisoners gained employment as a result.
- 3.46** Many prisoners received careers and employment support too late to enable them to make the best of their time in Brinsford. Many did not receive support from Prospects until it was too late for them to think about learning new skills while in prison.

Recommendation

- 3.47 All prisoners should have a clear plan for their career and skills development for their future employment from the beginning of their time in Brinsford.**

Outcomes and achievements

- 3.48** The achievement of qualifications was good in most subjects, with a continued year-on-year improvement in learners' achievement in the majority of areas. Overall, prisoners learning English did well and consistently achieved the qualification, while becoming better communicators. However, the outcomes for learners in functional skills programmes in English and mathematics at level 2, and mathematics at level 1, required improvement.
- 3.49** Prisoners in most vocational and prison workshops demonstrated safe working practices to produce appropriate standards of work. Several prisoners from the catering academy, sports academy, car valeting and barbering had been successful in gaining sustained employment on release.
- 3.50** There were no significant gaps in achievement for prisoners with additional learning needs. However, the overall success for the largest group of learners, aged 18 to 21, was slightly below that of all other age groups. The progress and achievement of some groups of prisoners were not measured separately and, as a result, leaders and managers were not aware of their progress in comparison with their peers.

Recommendations

- 3.51** Prisoners who could work as peer mentors should be identified and given appropriate training to support other prisoners.
- 3.52** More prisoners should gain qualifications in English at level 2 and mathematics at levels 1 and 2.

Section 4. Rehabilitation and release planning

Prisoners are supported to maintain and develop relationships with their family and friends. Prisoners are helped to reduce their likelihood of reoffending and their risk of harm is managed effectively. Prisoners are prepared for their release back into the community.

Children and families and contact with the outside world

Expected outcomes:

The prison supports prisoners' contact with their families and friends. Programmes aimed at developing parenting and relationship skills are facilitated by the prison. Prisoners not receiving visits are supported in other ways to establish or maintain family support.

- 4.1 Prisoners had good provision for social visits with one evening session and four afternoon sessions a week, including two at weekends. Six family days a year were held during school holidays when prisoners could spend informal time with parents, siblings and their own children.
- 4.2 The visitors' centre outside the prison, where visitors registered before entry, was run by Barnardo's. The facility was modern and well equipped, and the staff offered support and advice to visitors. A range of information about visiting arrangements was displayed, and a helpful information leaflet was provided. Visitors' centre staff provided referrals and advice about community family support.
- 4.3 The visits hall was large, well decorated and bright. There was a supervised play area and a refreshments kiosk. We observed polite treatment of visitors by staff, and supervision of visits was effective without being intrusive. Visitors spoke highly of staff in both the visitors' centre and prison. In our survey, 78% of prisoners said their visitors were treated respectfully.
- 4.4 A family worker in the programmes unit, seconded from the local county council, provided a parenting course for individual prisoners linked to a violence reduction programme; at the time of the inspection, eight prisoners were involved in this. The family worker also gave valuable help with a range of family contact issues, such as meeting with newborns, and resettlement.
- 4.5 Library staff provided a popular Storybook Dads programme, which enabled prisoners to read stories for their children or younger siblings that were recorded on CDs or DVDs and sent to them. In the previous six months, 78 DVDs had been recorded and sent out.
- 4.6 There were adequate arrangements for prisoners to send and receive mail, and they could send as many letters as they wished. Legal correspondence was well managed.
- 4.7 There was an adequate number of telephones for prisoners on wings but their access was severely affected by their limited time out of cell. Prisoners could use the telephone when they had afternoon facility time, with lengthy queues at these times. (See main recommendation S40.)

Reducing risk, rehabilitation and progression

Expected outcomes:

Planning for a prisoner's release starts on their arrival at the prison. Each prisoner has an allocated case manager and a custody plan designed to address their specific needs, manage risk of harm and reduce the risk of reoffending.

- 4.8** The prison had an up-to-date resettlement strategy that specified how the work of each prison area contributed to the management of risk, the reduction of prisoners' offending behaviour and resettlement services.
- 4.9** Identification of prisoner needs started very quickly after their arrival. Offender supervisors saw most prisoners within 72 hours of their arrival and completed a basic custody screening. Although basic, these assessments identified key issues that needed to be addressed during the sentence. Referrals to psychology and other departments were made quickly.
- 4.10** The work of the offender management unit (OMU), resettlement and programmes teams was complex due to the fact that around 50% of prisoners had short stays at Brinsford of less than six months, often as part of longer sentences - the prison's own population monitoring suggested that this percentage was often higher. This limited the time available to plan and deliver more comprehensive risk management for these prisoners and to undertake programmes. Relationships between the psychology service, the resettlement team and probation staff were good, and they worked cooperatively to share information and to draw up sentence plans.
- 4.11** Since the last inspection, the role of the community rehabilitation company (CRC)¹³ had been developed, and the prison had formed a resettlement team that included some good support from specialist workers (see paragraph 4.31).
- 4.12** Progression was limited for some prisoners. There were effective measures to review prisoner categorisations and movement to other prisons was swift. However, we found delays in home detention curfew (HDC) processes, which meant that some prisoners who could have returned to the community were still in custody. Although there was a new system to prioritise HDC, some prisoners arrived at Brinsford who were already in their eligibility period, and the process sometimes took longer than the time they had left to serve. In the past 12 months, only half the prisoners who applied for HDC had it granted. This figure had risen only slightly over our last three inspections. There had also been no opportunities for release on temporary licence (ROTL) to help prepare prisoners for release in the previous six months.
- 4.13** There was a strong body of expertise in the OMU and we saw examples of very good work with prisoners, including some one-to-one work. However, the quality of casework was too variable, and contact between prisoners and offender supervisors was poor. We received many comments from prisoners that they were unclear about their plans for release. The OMU held weekly surgeries for prisoners, which provided some basic information, but most prisoners wanted regular and purposeful meetings with their offender supervisors to plan for their release.
- 4.14** The public protection strategy was up to date, provided appropriate advice and guidance to staff, and set out a range of measures for dealing with prisoners assessed as presenting a risk of harm to others. Since the last inspection, the allocation of cases had been changed, and

¹³ Since May 2015, rehabilitation services, both in custody and after release, have been organised through CRCs which are responsible for work with medium- and low-risk offenders. The national probation service has maintained responsibility for high- and very high-risk offenders.

now all high and very high risk of serious harm cases were allocated to one of the offender supervisors from the national probation service. These cases were well managed and supported by an experienced senior probation officer. Although the probation offender supervisors worked hard to engage community probation officers to undertake pre-release assessments and planning, there was a lack of support from some community offender managers. The scale of this problem was being monitored, but the prison did not yet have an effective process to escalate these problems and hold community services to account.

- 4.15** Where prisoners had had a full assessment of risk using the offender assessment system (OASys),¹⁴ most outlined the risks posed by the prisoner. However, we saw a few critical cases where we judged that actual and potential risks to others had been underestimated. Case administration staff quickly identified cases where public protection monitoring was required, and measures were put in place. Restrictions were reviewed at the monthly internal risk management meetings.
- 4.16** Sharing of information and notification of multi-agency public protection arrangements (MAPPAs) with the national probation service for release and follow up were not applied in accordance with the MAPPA guidance. The prison did not have an effective process to identify MAPPA-eligible cases, or ensure that they notified the community offender manager as soon as possible that a MAPPA level needed to be set. In addition, the prison did not routinely follow up cases where the MAPPA level was outstanding. This resulted in some prisoners not having a confirmed MAPPA level until very close to release, which affected subsequent multi-agency planning. In one case we saw, a prisoner posed a high risk to the public and was due to be released within the following two weeks; although it was thought that he would be released to approved premises in the community, there were no firm plans.
- 4.17** MAPPA alerts on the electronic prisoner case note system were inconsistent; they showed different levels for the same prisoner with historical decisions not deleted, which provided the potential for confusion.

Recommendations

- 4.18 Prisoners should be able to prepare for release, following risk assessment, by spending planned and managed short periods in the community through release on temporary licence.**
- 4.19 Prisoners should have regular and meaningful contact with their offender supervisors.**
- 4.20 Risk assessments should identify the full range of prisoner risks posed to actual and potential victims.**
- 4.21 MAPPA-eligible cases should be identified quickly, levels should be confirmed before release and planning for release should be effective.**

¹⁴ Assessment system for both prisons and probation, providing a framework for assessing the likelihood of reoffending and the risk of harm to others.

Interventions

Expected outcomes:

Prisoners are able to access interventions designed to promote successful rehabilitation.

- 4.22** The prison had extended its range of accredited programmes and had just started the Resolve programme for violent offenders, as well as the Thinking Skills Programme (TSP) addressing offenders' thinking and behaviour. The prison had a small psychology team, and delivery of courses had been affected by staff sickness.
- 4.23** There was effective identification of prisoners who might be eligible for programmes, and prioritisation of prisoners who would be at Brinsford for long enough to undertake the programmes and were closest to their release date. During the previous year, completion rates on programmes were improving.
- 4.24** Since April 2017, a small team of psychologists from HMPPS had started to support the work of the prison. They had reviewed case files and provided insights into violent behaviour, resulting in advice on managing this violence. However, this information was not routinely added to the prisoner's OASys assessment or used to inform risk management planning for releases.
- 4.25** A specialist worker provided finance, benefit and debt advice to prisoners. Prisoners with debt were identified as part of their induction and assisted in managing that debt. In the previous six months, £112,000 of debt had been dealt with. Prisoners could open a bank account while at Brinsford, and had access to advice from the Department for Work and Pensions.
- 4.26** The CRC had met its contractual target on accommodation, and 95% of prisoners had suitable accommodation on release or were signposted to housing services. Many prisoners returned to live with their family on release. However, the governor was clear that this nationally agreed target meant that some prisoners were released without suitable or sustainable accommodation. The senior management team reviewed every case where a prisoner was released with no fixed accommodation to identify if anything further could have been done, which was good practice.
- 4.27** Some prisoners had a difficult and sometimes long journey from the prison to their accommodation. The prison gave too little consideration of these practical arrangements, which left some prisoners vulnerable.

Good practice

- 4.28** *The senior management team reviewed the case of any prisoner released without fixed accommodation to identify if anything more could have been done to secure suitable housing.*

Release planning

Expected outcomes:

The specific reintegration needs of individual prisoners are met through an individual multi-agency plan to maximise the likelihood of successful reintegration into the community.

- 4.29** The prison had released 299 prisoners into the community in the previous six months. For many prisoners, release planning had to start as soon as they arrived. This meant that the resettlement team and the OMU often had little time in which to undertake assessments and planning for safe and effective release.
- 4.30** Around half of prisoners were released to places outside Brinsford's release area. This complicated planning and preparations for release, as the CRC and the OMU had to identify where and who their offender manager would be, and the CRC had more limited information about post-release services in other areas.
- 4.31** The resettlement team provided a range of signposting services for prisoners due for release. The CRC had strong and open strategic relationships with the prison, and the CRC manager was on the prison's senior management team.
- 4.32** The resettlement team provided specialist services for some prisoners, including good support for care leavers, who were identified quickly and given support to ensure that the responsible local authorities fulfilled their legal obligations. Other specialist services included a housing worker for prisoners posing risk of harm and offending behaviours. Trailblazers provided a mentoring service for care leavers, working with prisoners approaching and after release. They supported about 40 people at a time, and recall and reoffending rates in this group were very low.
- 4.33** Pre-release planning often started too close to release for some prisoners, leaving them unprepared for their return to the community. Planning should have started 12 weeks before the prisoner's release date but most were seen around four weeks before release - and some only days before. This left very little time to complete pre-release work, including identifying appropriate licence conditions or for risks to be managed.
- 4.34** Offender managers did not always work effectively with offender supervisors to plan for the release of prisoners with a high risk of harm to others, and planning could be confused. We observed the release of one prisoner who had specific licence conditions not to associate with several people, including his mother, as they had been involved in his offending. As he was being released, it became clear that he was intending to live at his mother's address; this would have put him in immediate breach of his licence and liable for recall to prison.

Recommendation

- 4.35** **Pre-release planning should be coordinated, and start early enough to meet the needs of prisoners and manage known risks.**

Good practice

- 4.36** *There was timely and effective work to support care leavers before and on their release from prison.*

Section 5. Summary of recommendations and good practice

The following is a listing of repeated and new recommendations and examples of good practice included in this report. The reference numbers at the end of each refer to the paragraph location in the main report, and in the previous report where recommendations have been repeated.

Main recommendations

To the governor

- 5.1 The prison should improve the care provided to prisoners subject to assessment, care in custody and teamwork (ACCT) case management. Senior managers should take decisive action to address the issues highlighted in local consultation, including increasing time out of cell, to reduce the high levels of self-harm. (S39)
- 5.2 Regular management checks should ensure that all accommodation and communal areas are maintained, equipped and cleaned to an acceptable standard. Staff and prisoners should play an active role in maintaining these standards. (S40)
- 5.3 All prisoners should have 10 hours a day unlocked, including during the evenings, so that they can spend at least one hour outside every day, contact families and friends, socialise with each other and staff, and attend to their domestic duties. (S41)
- 5.4 All cases that are eligible for multi-agency public protection arrangements (MAPPA) should be identified and management levels confirmed in sufficient time to allow for effective release planning. (S42)

Recommendation

To HMPPS

Early days in custody

- 5.5 Prisoners should be transferred to prison shortly after the conclusion of their court appearance. (1.8, repeated recommendation 1.5)

Recommendations

To the governor

Early days in custody

- 5.6 Induction information should be provided in a format that is accessible and easy to understand for all prisoners. (1.9)
- 5.7 All new arrivals should receive a full induction programme that is appropriate to need, and recorded. (1.10)
- 5.8 New arrivals on the first night and induction units should have more time out of their cells. (1.11)

Managing behaviour

- 5.9** The incentives and sanctions for prisoners should be meaningful, and include achievable rewards that encourage prisoners to change their behaviour. (1.22)
- 5.10** The investigation of incidents of violence, protection of victims and management of perpetrators should be consistent on all wings. (1.23)
- 5.11** The prison should investigate and address the reasons why prisoners are reluctant to report victimisation by other prisoners and staff. (1.24)
- 5.12** The role of violence reduction representatives should be better defined and subject to clear oversight. (1.25)
- 5.13** The prison should demonstrate that all prisoners, including self-isolators, have access to a telephone call, shower and time out of cell every day. (1.26)
- 5.14** All prisoners in the segregation unit should have access to a meaningful regime, including one hour of exercise a day, education and interventions where appropriate. (1.36)

Safeguarding

- 5.15** Prisoners should have better access to Listeners and a Listener suite, and reasons for not using Listeners should be documented. (1.49)
- 5.16** Staff should receive training on their adult safeguarding responsibilities. (1.51)

Staff-prisoner relationships

- 5.17** The personal officer scheme should be applied consistently with regular interaction between personal officers and prisoners, which should be recorded in prisoners' electronic case notes. (2.5)

Daily life

- 5.18** Cells should be properly equipped and furnished with curtains to ensure privacy. (2.11)
- 5.19** Staff should respond to all cell bells promptly, the timeliness of responses should be monitored closely, and action should be taken to address delays. (2.12)
- 5.20** Breakfast packs should be more substantial and served on the day they are to be eaten. (2.16)
- 5.21** All prisoners should have the opportunity to dine in association. (2.17, repeated recommendation 2.89)
- 5.22** Managers should address and seek to improve prisoners' negative perceptions about the food, including their view that they do not get enough to eat. (2.18)
- 5.23** Prisoners should not be charged a fee for catalogue orders. (2.19)
- 5.24** Prisoner applications should be tracked and responses should be prompt. (2.26)

- 5.25** The prison should investigate and address prisoners' lack of confidence in the complaints system. (2.27)

Equality, diversity and faith

- 5.26** The prison's equality policy and equality action plan should include the support available for and entitlements of prisoners with protected characteristics. (2.32)
- 5.27** Residential staff allocated to equality and prisoner equality representatives should work effectively together to ensure that all prisoners with protected characteristics are consulted and given sufficient advice and support. (2.33)
- 5.28** The prison should investigate and address the more negative responses to our survey from black and minority ethnic prisoners about their interactions with staff. (2.41)
- 5.29** Links should be developed with community groups to provide support for equality work, especially with gay and bisexual prisoners. (2.42)
- 5.30** The prison should make links with community groups from a range of religious backgrounds reflecting the prison population to contribute to the work of the chaplaincy. (2.46)

Health, well-being and social care

- 5.31** All medical emergency equipment should be in date and ready for use at all times. (2.57)
- 5.32** The inpatient unit should offer a clinically therapeutic environment with adequate time out of cell for residents. (2.67)
- 5.33** The prison should develop a memorandum of understanding with the local authority for social care assessments and social care provision. (2.69)
- 5.34** All discipline officers should receive mental health awareness training to enable them to recognise and support prisoners with mental health problems. (2.76)
- 5.35** Patients requiring a transfer under the Mental Health Act should be transferred expeditiously and within the current transfer guidelines. (2.77, repeated recommendation 2.82)
- 5.36** The list of stock medicines should be reviewed to ensure that all reasonable situations are accommodated, and that patients receive medications promptly. (2.89)

Time out of cell

- 5.37** All prisoners should have at least weekly access to the library. (3.10)
- 5.38** Data on gym use should be analysed to increase staff awareness of the groups of prisoners who participate and to promote the facilities to those who do not attend. (3.11)

Education, skills and work activities

- 5.39** There should be sufficient work and training places to enable all prisoners to participate in purposeful activities, and provide appropriate skills development that can lead to their employment on release. (3.21)

- 5.40** Individual prisoner attendance in education, training and work should be monitored and managed to ensure a consistent approach to non-attendance. (3.22)
- 5.41** All prisoners allocated to work and training should attend their activities with the minimum disruption from other prison activities. (3.23)
- 5.42** There should be provision of appropriate support for prisoners with additional learning needs. (3.24)
- 5.43** Procedures to assure the quality of training and purposeful activities should be systematically applied to all aspects of the provision. (3.25)
- 5.44** The virtual campus should be re-established, and all prisoners should have access to it for their studies or career development. (3.26)
- 5.45** The outcome of decisions about allocation to work, training and education should be communicated promptly to all prisons. (3.27)
- 5.46** Prisoners in all work and training areas should be enabled to develop and enhance their literacy and numeracy skills. (3.37)
- 5.47** All feedback to learners should tell them what they need to do to improve their work. (3.38)
- 5.48** There should be a progress tracking mechanism that enables all staff and prisoners to see agreed personal development and learning needs, employability skills and qualifications achieved. (3.39)
- 5.49** All prisoners should have a clear plan for their career and skills development for their future employment from the beginning of their time in Brinsford. (3.47)
- 5.50** Prisoners who could work as peer mentors should be identified and given appropriate training to support other prisoners. (3.51)
- 5.51** More prisoners should gain qualifications in English at level 2 and mathematics at levels 1 and 2. (3.52)

Reducing risk, rehabilitation and progression

- 5.52** Prisoners should be able to prepare for release, following risk assessment, by spending planned and managed short periods in the community through release on temporary licence. (4.18)
- 5.53** Prisoners should have regular and meaningful contact with their offender supervisors. (4.19)
- 5.54** Risk assessments should identify the full range of prisoner risks posed to actual and potential victims. (4.20)
- 5.55** MAPPA-eligible cases should be identified quickly, levels should be confirmed before release and planning for release should be effective. (4.21)

Release planning

- 5.56** Pre-release planning should be coordinated, and start early enough to meet the needs of prisoners and manage known risks. (4.35)

Examples of good practice

- 5.57** There had been significant effort to create a relaxed and supportive environment in reception which put new arrivals at ease. The dedicated first night centre provided a quiet and safe place for prisoners to settle in. (1.12)
- 5.58** The provision of a hot meal option at lunchtime as well as for the evening meal was a positive step. (2.20)
- 5.59** The pharmacy technician had set up procedures to identify non-adherence concerns, reduce the wastage of medicines and encourage prisoners to take responsibility for their medicines. (2.90)
- 5.60** The senior management team reviewed the case of any prisoner released without fixed accommodation to identify if anything more could have been done to secure suitable housing. (4.28)
- 5.61** There was timely and effective work to support care leavers before and on their release from prison. (4.36)

Section 6. Appendices

Appendix I: Inspection team

Peter Clarke	Chief inspector
Deborah Butler	Team leader
Ian Dickens	Inspector
Angela Johnson	Inspector
Angus Mulready-Jones	Inspector
Yvonne McGuckian	Inspector
Andy Rooke	Inspector
Tamara Al-Janabi	Researcher
Patricia Taflan	Researcher
Joe Simmonds	Researcher
Beth Wilson	Researcher
Maureen Jamieson	Lead health and social care inspector
Paul Tarbuck	Health and social care inspector
Deborah Hylands	Pharmacist
Carson Black	Care Quality Commission specialist advisor
Tim Byrom	Care Quality Commission inspector
Gary Turney	Care Quality Commission inspector
Andy Fitt	Ofsted inspector
Martin Hughes	Ofsted inspector
Judy Lye-Foster	Ofsted inspector
Keith Humphreys	Offender management inspector

Appendix II: Progress on recommendations from the last report

The following is a summary of the main findings from the last report and a list of all the recommendations made, organised under the four tests of a healthy prison. The reference numbers at the end of each recommendation refer to the paragraph location in the previous report. If a recommendation has been repeated in the main report, its new paragraph number is also provided. The recommendations in the main body of the report are based on the fifth edition of Expectations, but those below are based on the fourth edition. Their order may therefore differ slightly from the main report.

Safety

Prisoners, particularly the most vulnerable, are held safely.

At the last inspection, in 2015, arrangements for prisoners' early days were very impressive. While the prison felt calm, the level of violence was higher than at our previous inspection and many prisoners still felt unsafe. However, many incidents were low level and the accuracy of recording incidents had improved, and the new supported living unit was a positive step. There was better support for prisoners in crisis and the number of self-harm incidents had reduced. Security was proportionate and intelligence was well managed. The privileges scheme was effective in encouraging positive behaviour but the regime for prisoners on basic status was poor. Governance of use of force was good but there were still many incidents. It was positive that special accommodation was not used and that occupancy of the segregation unit had reduced. The segregation regime had improved to the benefit of residents. Substance misuse services were very good. Outcomes for prisoners were reasonably good against this healthy prison test.

Recommendations

Prisoners should be transferred to prison shortly after the conclusion of their court appearance. (1.5)

Not achieved (recommendation repeated, 1.8)

Time out of cell for prisoners on the induction unit should be improved. (1.11)

Not achieved

The prison should address the causes behind prisoners' poor perceptions of safety and reduce the number of violent incidents. Monitoring of and interventions for victims and perpetrators of violence should be introduced. (1.19)

Not achieved

The prison should ensure that the reintegration and behavioural support plans for prisoners on the supported living unit are effective in maintaining the improved behaviour of prisoners. (1.20)

Not achieved

The regime for prisoners on the basic level should be improved. (1.43)

Achieved

Planning and interventions to encourage prisoners to engage with the regime should be improved. (1.44)

Achieved

Respect

Prisoners are treated with respect for their human dignity.

At the last inspection, in 2015, the prison environment had improved significantly and it was now clean and in good repair. We saw some very positive staff-prisoner relationships. There had been progress in equality and diversity work but outcomes for some minority groups required improvement. Faith provision was improving. Prisoner complaints were processed quickly and the quality of most responses was good. Health care provision had improved and was very good. The food was reasonable but it was unpopular with prisoners. Outcomes for prisoners were good against this healthy prison test.

Recommendations

Cell toilets should be adequately screened. (2.9)

Partially achieved

The prison should improve daily access to showers and telephones. (2.10)

Achieved

Equality monitoring data should be analysed thoroughly and all patterns or trends fully investigated and addressed. (2.21)

Achieved

There should be regular consultation with all groups with protected characteristics, and the role of prisoner equality representatives developed further. (2.22)

Not achieved

The chaplaincy should systematically report all concerns about prisoners being pressured to change their faith so that appropriate action can be taken. (2.33)

Achieved

Equipment for use in a medical emergency should be in date and ready for use at all times. (2.50)

Partially achieved

The staff training needs analysis should address awareness and reporting of adverse incidents, as well as the correct use of child protection measures. (2.51)

Achieved

The introduction of health assessment for acquired brain injury should be introduced following head injury training for staff. (2.61)

Partially achieved

Medicine administration should be supervised to ensure patient confidentiality and reduce the risk of bullying and trading. (2.71, repeated recommendation 2.76)

Achieved

Patients requiring a transfer under the Mental Health Act should be transferred expeditiously and within the current transfer guidelines. (2.82, repeated recommendation 2.91)

Not achieved (recommendation repeated, 2.77)

Breakfast should be issued on the day it is to be eaten and lunch should be served at the servery. (2.88)

Partially achieved

All prisoners should have the opportunity to dine in association. (2.89, repeated recommendation 2.100)

Not achieved (recommendation repeated, 2.17)

All new arrivals should have access to the prison shop within their first 24 hours. (2.92, repeated recommendation 2.105)

Partially achieved

Purposeful activity

Prisoners are able, and expected, to engage in activity that is likely to benefit them.

At the last inspection, in 2015, time out of cell for most prisoners was reasonable but for a few it was less than an hour a day. The number of activity places had improved and was sufficient for the population. The range of courses was generally adequate and there were some additional workplaces. Attendance in activities was not good enough and was particularly poor in classroom-based subjects. Success rates had improved, but remained low, and in functional skills they were very poor. Library provision was good, but the numbers using it were falling. PE facilities were good and access was adequate. Outcomes for prisoners were not sufficiently good against this healthy prison test.

Main recommendations

The education provider and the prison should carefully monitor and manage individual prisoner attendance in education and training and ensure a consistent response to prisoner non-attendance. There should be greater use of learners' views in deciding how and what courses to deliver and learners should be encouraged to promote education to others. (S40)

Not achieved

The teaching of English and mathematics should be more engaging and interesting to learners, success rates should be improved, and there should be more opportunities for learners to develop their English and mathematics skills in vocational subjects. Other prison departments should support and encourage prisoners to improve these skills in preparation for resettlement. (S41)

Not achieved

Recommendations

The procedures to improve the quality of provision should be monitored thoroughly and applied consistently. (3.12)

Partially achieved

The prison should improve communication with prisoners to inform them in advance about the course or activity they have been allocated and the reasons why. (3.16)

Not achieved

Peer mentors should be managed and promoted effectively and their work should be planned thoroughly to maximise the support they are able to offer other learners. (3.23, repeated recommendation 3.27)

Not achieved

The use of individual learning plans should be improved so that learners have clear short- and medium-term targets for progress in both personal and subject-based skills. (3.24)

Achieved

The prison and the college should focus on developing and recording all the employability skills learners gain through learning and skills and work activities. (3.29, repeated recommendation 3.31)

Partially achieved

The prison should improve access to the library by ensuring that prison staff are available to escort prisoners. (3.35)

Not achieved

The prison should continue to develop its PE provision and tracking systems to encourage greater participation by all prisoners in sports activities. (3.42)

Not achieved

Resettlement

Prisoners are prepared for their release back into the community and effectively helped to reduce the likelihood of reoffending.

At the last inspection, in 2015, there was a clear strategy for resettlement and offender management, but implementation was less developed and plans for the introduction of the community rehabilitation company (CRC) were unclear. There were backlogs of OASys (offender assessment system) assessments and sentence plans, and their quality was very variable. Arrangements for public protection required improvement. Resettlement pathway provision was generally good, particularly for children and families work, but offender supervisor involvement in pre-release arrangements was too limited. Outcomes for prisoners were not sufficiently good against this healthy prison test.

Main recommendation

Managers should ensure consistent and effective offender management services to all prisoners. Risk assessment, evaluation and management should be central to the work of offender supervisors and be incorporated into all decisions about prisoners' progress, and there should be a 'whole prison' approach to the management of prisoners' risk. (S42)

Partially achieved

Recommendations

Offender management and offender supervisors should be appropriately integrated into all key aspects of prisoners' activities. (4.6, repeated recommendation, 4.7)

Not achieved

The prison should ensure that offender supervisors are consistently available to ensure the needs of all prisoners are met. (4.7, repeated recommendation 4.17)

Partially achieved

All staff should use P-Nomis to record prisoner contact. (4.8)

Not achieved

OASys assessments should be completed within agreed timescales. (4.17, repeated recommendation 4.18)

Partially achieved

Risk assessment and management should be central to the work of offender supervisors, and there should be a 'whole prison' approach to the management of prisoners' risk. (4.18)

Not achieved

The prison should ensure that delays in reports and contributions from offender managers are chased up consistently to reduce delays in prisoner progress. (4.19)

Not achieved

There should be effective management oversight of all public protection arrangements and procedures, and the prison should ensure that all multi-agency public protection arrangements (MAPPA) management levels are identified six months in advance of prisoners' release dates. (4.22)

Not achieved

Offender supervisors should routinely share information with offender managers about prisoners' progress during sentence and plans for release before their release. (4.28)

Not achieved

The prison should make ROTL available to more prisoners to support their progression into education, training and work on release. (4.32, repeated recommendation 4.41)

Not achieved

There should be a strategy to address the shortfall in offending behaviour provision to meet the needs of the population. (4.40)

Achieved

Appendix III: Prison population profile

Please note: the following figures were supplied by the establishment and any errors are the establishment's own.

Population breakdown by:

Status	18–20 yr olds	21 and over	%
Sentenced	301	45	72.5%
Recall	17	2	4.0%
Convicted unsentenced	33	4	7.8%
Remand	57	8	13.6%
Immigration Detainee	3	0	0.6%
Indeterminate Sentence	2	5	1.5%
Total	413	64	100.0%

Sentence	18–20 yr olds	21 and over	%
Unsentenced	98	12	23.1%
Less than six months	20	0	4.2%
six months to less than 12 months	19	3	4.6%
12 months to less than 2 years	74	7	17.0%
2 years to less than 4 years	90	10	21.0%
3 Years to less than 4 year	60	10	14.7%
4 years to less than 10 years	47	14	12.8%
10 years and over (not life)	3	3	1.3%
ISPP (indeterminate sentence for public protection)	2	3	1.5%
Life	0	2	0.4%
Total	413	64	100.0%

Age	Number of prisoners	%
Under 21 years	413	86.6%
21 years to 29 years	55	11.5%
30 years to 39 years	6	1.3%
40 years to 49 years	2	0.4%
50 years to 59 years	1	0.2%
Maximum age=54		
Total	477	100.0%

Nationality	18–20 yr olds	21 and over	%
British	372	58	90.1%
Foreign nationals	38	6	9.2%
Not stated	3		0.6%
Total	413	64	100%

Security category	18–20 yr olds	21 and over	%
Unclassified	26	0	5.5%
Unsentenced	88	10	20.5%
Category B	0	4	0.8%
Category C	2	43	9.4%
Category D	3	1	0.8%
YOI closed	293	6	62.7%
YOI open	1	0	0.2%
Total	413	64	100.0%

Ethnicity	18–20 yr olds	21 and over	%
White			
British	201	33	49.1%
Irish	3	0	0.6%
Gypsy/Irish Traveller	5	1	1.3%
Other white	6	1	1.5%
Mixed			
White and black Caribbean	31	3	7.1%
White and black African	4	0	0.8%
White and Asian	6	0	1.3%
Other mixed	4	1	1.0%
Asian or Asian British			
Indian	11	1	2.5%
Pakistani	41	4	9.4%
Bangladeshi	4	0	0.8%
Chinese	1	0	0.2%
Other Asian	13	1	2.9%
Black or black British			
Caribbean	42	10	10.9%
African	27	5	6.7%
Other black	9	4	2.7%
Other ethnic group			
Arab	1	0	0.2%
Other ethnic group	4	0	0.8%
Total	413	64	100.0%

Religion	18–20 yr olds	21 and over	%
Church of England	14	3	3.6%
Roman Catholic	40	8	10.1%
Other Christian denominations	74	8	17.2%
Muslim	109	15	26%
Sikh	4	1	1.0%
Other	2	1	0.6%
No religion	167	28	40.9%
Not stated	3	0	0.6%
Total	413	64	100.0%

Sentenced prisoners only

Length of stay	18–20 yr olds		21 and over	
	Number	%	Number	%
Less than 1 month	72	15.1%	1	0.2%
1 month to 3 months	64	13.4%	11	2.3%
3 months to six months	88	18.4%	14	2.9%
six months to 1 year	67	14.0%	10	2.1%
1 year to 2 years	22	4.6%	15	3.1%
2 years to 4 years	2	0.4%	1	0.2%
Total	315	66.0%	52	10.9%

Sentenced prisoners only

	18–20 yr olds	21 and over	%
Foreign nationals detained post sentence expiry	3	0	0.6%
Total	3	0	0.6%

Unsentenced prisoners only

Length of stay	18–20 yr olds		21 and over	
	Number	%	Number	%
Less than 1 month	33	6.9%	0	0.0%
1 month to 3 months	27	5.7%	6	1.3%
3 months to six months	25	5.2%	5	1.0%
six months to 1 year	11	2.3%	0	0.0%
1 year to 2 years	2	0.4%	0	0.0%
2 years to 4 years	0	0.0%	1	0.2%
Total	98	20.5%	12	2.5%

Appendix IV: Prisoner survey methodology and results

Prisoner survey methodology

A representative survey of prisoners is carried out at the start of every inspection, the results of which contribute to the evidence base for the inspection.

HM Inspectorate of Prisons (HMI Prisons) researchers have developed a self-completion questionnaire to support HMI Prisons' *Expectations*. The questionnaire consists of structured questions covering the prisoner 'journey' from reception to release, together with demographic and background questions which enable us to compare responses from different sub-groups of the prisoner population. There are also three open questions at the end of the questionnaire which allow prisoners to express, in their own words, what they find most positive and negative about the prison.¹⁵

The questionnaire is available in 14 languages and can also be administered via a telephone translation service if necessary.

The questionnaire was revised during 2016–17, in consultation with both inspectors and prisoners. The current version has been in use since September 2017.

Sampling

On the day of the survey a stratified random sample is drawn by HMI Prisons researchers from a P-NOMIS prisoner population printout ordered by cell location. Using a robust statistical formula HMI Prisons researchers calculate the minimum sample size required to ensure that the survey findings can be generalised to the entire population of the establishment.¹⁶ In smaller establishments we may offer a questionnaire to the entire population.

Distributing and collecting questionnaires

HMI Prisons researchers distribute and collect the questionnaires in person. So that prisoners can give their informed consent to participate, the purpose of the survey is explained and assurances are given about confidentiality and anonymity.¹⁷ Prisoners are made aware that participation in the survey is voluntary; refusals are noted but not replaced within the sample. Those who agree to participate are provided with a sealable envelope for their completed questionnaire and told when we will be returning to collect it. We make arrangements to administer the questionnaire via a face-to-face interview for respondents who disclose literacy difficulties.

Survey response

At the time of the survey on 6 November 2017 the prisoner population at HMPYOI Brinsford was 450. Using the sampling method described above, questionnaires were distributed to 198 prisoners. We received a total of 171 completed questionnaires, a response rate of 86%. This included two questionnaires completed via face-to-face interview. Seven prisoners declined to participate in the survey and 20 questionnaires were either not returned at all, or returned blank.

¹⁵ Qualitative analysis of these written comments is undertaken by HMI Prisons researchers and used by inspectors.

¹⁶ 95% confidence interval with a sampling error of 7%. The formula assumes a 75% response rate (65% in open establishments).

¹⁷ For further information about the ethical principles which underpin our survey methodology, please see *Ethical principles for research activities*, which can be downloaded from HMI Prisons' website: <http://www.justiceinspectorates.gov.uk/hmiprisons/about-our-inspections/>

Survey results and analyses

Over the following pages we present the full survey results followed by various comparative analyses for HMYOI Brinsford. For the comparator analyses, each question was reformulated into a binary 'yes/no' format and affirmative responses compared.¹⁸ Missing responses have been excluded from all analyses.

Full survey results

A full breakdown of responses is provided for every question. Percentages have been rounded and therefore may not add up to 100%.

Responses from HMYOI Brinsford compared with those from other HMIP surveys¹⁹

- Survey responses from HMYOI Brinsford in 2017 compared with survey responses from the most recent inspection at all other young adult prisons.
- Survey responses from HMYOI Brinsford in 2017 compared with survey responses from HMYOI Brinsford in 2015.

Comparisons between different residential locations within HMYOI Brinsford 2017

- Responses of prisoners on the supported living unit (A wing) compared with those from the rest of the establishment.

Comparisons between sub-populations of prisoners within HMYOI Brinsford²⁰

- White prisoners' responses compared with those of prisoners from black or minority ethnic groups.
- Muslim prisoners' responses compared with those of non-Muslim prisoners.
- Disabled prisoners' responses compared with those who do not have a disability.
- Responses of prisoners with mental health problems compared with those who do not have mental health problems.
- Responses of prisoners aged 21 and under compared with those over 21.
- Responses of sentenced prisoners compared with those of unsentenced prisoners.

Please note that we only carry out within-prison comparator analysis where there are sufficient responses in each sub-group.²¹

In the comparator analyses, statistically significant differences are indicated by shading.²² Results that are significantly more positive are indicated by green shading and results that are significantly more negative are indicated by blue shading. Orange shading has been used to show a statistically significant difference in demographic or other background details. If there is no shading, any difference between the two results is not statistically significant and may have occurred by chance. Grey shading indicates that there is no valid comparative data for that question.

Filtered questions are indented and preceded by an explanation in italics of how the filter has been applied. In the comparator analyses, percentages for filtered questions refer to the number of respondents filtered to that question. For all other questions, percentages refer to the total number of valid responses to the question.

¹⁸ Using the Chi-square test (or Fisher's exact test if there are fewer than five responses in a group).

¹⁹ These analyses are carried out on summary data from all survey questions. As we have been using a new version of the questionnaire since September 2017, we do not yet have full comparator data for all questions.

²⁰ These analyses are carried out on summary data from selected survey questions only.

²¹ A minimum of 10 responses which must also represent at least 10% of the total response.

²² A statistically significant difference between the two samples is one that is unlikely to have arisen by chance alone, and can therefore be assumed to represent a real difference between the two populations. In order to appropriately adjust p-values in light of multiple testing, $p < 0.01$ is considered statistically significant for all comparisons undertaken. This means there is only a 1% likelihood that the difference is due to chance.

Background information

I.1	What wing or house block are you currently living on?	
	A wing	17 (10%)
	B wing	17 (10%)
	C wing	18 (11%)
	D wing	17 (10%)
	E wing	15 (9%)
	F wing	20 (12%)
	G wing	21 (12%)
	H wing	19 (11%)
	I wing	1 (1%)
	J wing	21 (12%)
	Segregation unit	3 (2%)
	Health care unit	2 (1%)
I.2	How old are you?	
	Under 21	146 (87%)
	21 - 25	17 (10%)
	26 - 29	0 (0%)
	30 - 39	3 (2%)
	40 - 49	1 (1%)
	50 - 59	0 (0%)
	60 - 69	0 (0%)
	70 or over	0 (0%)
I.3	What is your ethnic group?	
	White - English/ Welsh/ Scottish/ Northern Irish/ British	70 (42%)
	White - Irish	2 (1%)
	White - Gypsy or Irish Traveller	6 (4%)
	White - any other White background	3 (2%)
	Mixed - White and Black Caribbean	22 (13%)
	Mixed - White and Black African	0 (0%)
	Mixed - White and Asian	1 (1%)
	Mixed - any other Mixed ethnic background	1 (1%)
	Asian/ Asian British - Indian	4 (2%)
	Asian/ Asian British - Pakistani	16 (10%)
	Asian/ Asian British - Bangladeshi	4 (2%)
	Asian/ Asian British - Chinese	1 (1%)
	Asian - any other Asian Background	1 (1%)
	Black/ Black British - Caribbean	21 (13%)
	Black/ Black British - African	11 (7%)
	Black - any other Black/ African/ Caribbean background	2 (1%)
	Arab	2 (1%)
	Any other ethnic group	0 (0%)
I.4	How long have you been in this prison?	
	Less than 6 months	104 (63%)
	6 months or more	62 (37%)

1.5	Are you currently serving a sentence?	
	Yes	121 (76%)
	Yes - on recall	7 (4%)
	No - on remand or awaiting sentence	32 (20%)
	No - immigration detainee	0 (0%)
1.6	How long is your sentence?	
	Less than 6 months	21 (13%)
	6 months to less than 1 year	32 (19%)
	1 year to less than 4 years	54 (32%)
	4 years to less than 10 years	22 (13%)
	10 years or more	4 (2%)
	IPP (indeterminate sentence for public protection)	0 (0%)
	Life	3 (2%)
	Not currently serving a sentence	32 (19%)
Arrival and reception		
2.1	Were you given up-to-date information about this prison before you came here?	
	Yes	33 (20%)
	No	108 (65%)
	Don't remember	26 (16%)
2.2	When you arrived at this prison, how long did you spend in reception?	
	Less than 2 hours	116 (69%)
	2 hours or more	42 (25%)
	Don't remember	11 (7%)
2.3	When you were searched in reception, was this done in a respectful way?	
	Yes	133 (79%)
	No	26 (15%)
	Don't remember	9 (5%)
2.4	Overall, how were you treated in reception?	
	Very well	40 (24%)
	Quite well	109 (64%)
	Quite badly	8 (5%)
	Very badly	6 (4%)
	Don't remember	6 (4%)
2.5	When you first arrived here, did you have any of the following problems?	
	Problems getting phone numbers	66 (40%)
	Contacting family	62 (38%)
	Arranging care for children or other dependants	0 (0%)
	Contacting employers	11 (7%)
	Money worries	24 (15%)
	Housing worries	20 (12%)
	Feeling depressed	48 (29%)
	Feeling suicidal	13 (8%)
	Other mental health problems	20 (12%)
	Physical health problems	11 (7%)
	Drug or alcohol problems (e.g. withdrawal)	21 (13%)
	Problems getting medication	22 (13%)
	Needing protection from other prisoners	15 (9%)
	Lost or delayed property	23 (14%)
	Other problems	9 (5%)
	Did not have any problems	42 (26%)

2.6	Did staff help you to deal with these problems when you first arrived?	
	Yes	36 (23%)
	No	78 (50%)
	Did not have any problems when I first arrived	42 (27%)

First night and induction

3.1	Before you were locked up on your first night here, were you offered any of the following things?			
	Tobacco or nicotine replacement	125 (76%)		
	Toiletries / other basic items	88 (54%)		
	A shower	110 (67%)		
	A free phone call	129 (79%)		
	Something to eat	130 (79%)		
	The chance to see someone from health care	94 (57%)		
	The chance to talk to a Listener or Samaritans	31 (19%)		
	Support from another prisoner (e.g. Insider or buddy)	19 (12%)		
	Wasn't offered any of these things	9 (5%)		
3.2	On your first night in this prison, how clean or dirty was your cell?			
	Very clean	14 (8%)		
	Quite clean	71 (43%)		
	Quite dirty	39 (23%)		
	Very dirty	39 (23%)		
	Don't remember	3 (2%)		
3.3	Did you feel safe on your first night here?			
	Yes	130 (79%)		
	No	21 (13%)		
	Don't remember	13 (8%)		
3.4	In your first few days here, did you get:			
		Yes	No	Don't remember
	Access to the prison shop / canteen?	34 (21%)	113 (69%)	17 (10%)
	Free PIN phone credit?	103 (64%)	52 (32%)	6 (4%)
	Numbers put on your PIN phone?	67 (42%)	83 (53%)	8 (5%)
3.5	Did your induction cover everything you needed to know about this prison?			
	Yes	68 (43%)		
	No	78 (49%)		
	Have not had an induction	14 (9%)		

On the wing

4.1	Are you in a cell on your own?	
	Yes	103 (62%)
	No, I'm in a shared cell or dormitory	62 (38%)
4.2	Is your cell call bell normally answered within 5 minutes?	
	Yes	16 (10%)
	No	131 (79%)
	Don't know	18 (11%)
	Don't have a cell call bell	0 (0%)

4.3 Please answer the following questions about the wing or house block you are currently living on:

	Yes	No	Don't know
Do you normally have enough clean, suitable clothes for the week?	77 (47%)	81 (50%)	5 (3%)
Can you shower every day?	133 (81%)	28 (17%)	4 (2%)
Do you have clean sheets every week?	88 (55%)	62 (39%)	9 (6%)
Do you get cell cleaning materials every week?	41 (26%)	107 (68%)	10 (6%)
Is it normally quiet enough for you to relax or sleep at night?	70 (46%)	76 (50%)	6 (4%)
Can you get your stored property if you need it?	48 (32%)	82 (54%)	22 (14%)

4.4 Normally, how clean or dirty are the communal / shared areas of your wing or house block (landings, stairs, wing showers etc.)?

Very clean	15 (9%)
Quite clean	77 (48%)
Quite dirty	48 (30%)
Very dirty	22 (14%)

Food and canteen

5.1 What is the quality of food like in this prison?

Very good	7 (4%)
Quite good	57 (35%)
Quite bad	68 (41%)
Very bad	33 (20%)

5.2 Do you get enough to eat at mealtimes?

Always	17 (10%)
Most of the time	34 (20%)
Some of the time	68 (41%)
Never	48 (29%)

5.3 Does the shop / canteen sell the things that you need?

Yes	109 (66%)
No	46 (28%)
Don't know	11 (7%)

Relationships with staff

6.1 Do most staff here treat you with respect?

Yes	103 (64%)
No	57 (36%)

6.2 Are there any staff here you could turn to if you had a problem?

Yes	86 (54%)
No	74 (46%)

6.3 In the last week, has any member of staff talked to you about how you are getting on?

Yes	45 (28%)
No	118 (72%)

6.4	How helpful is your personal or named officer?	
	Very helpful	11 (7%)
	Quite helpful	19 (12%)
	Not very helpful	11 (7%)
	Not at all helpful	27 (17%)
	Don't know	23 (14%)
	Don't have a personal / named officer	68 (43%)
6.5	How often do you see prison governors, directors or senior managers talking to prisoners?	
	Regularly	12 (7%)
	Sometimes	33 (20%)
	Hardly ever	102 (63%)
	Don't know	15 (9%)
6.6	Do you feel that you are treated as an individual in this prison?	
	Yes	78 (50%)
	No	79 (50%)
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	
	Yes, and things sometimes change	16 (10%)
	Yes, but things don't change	59 (37%)
	No	45 (28%)
	Don't know	40 (25%)

Faith

7.1	What is your religion?	
	No religion	52 (32%)
	Christian (including Church of England, Catholic, Protestant and all other Christian denominations)	67 (41%)
	Buddhist	0 (0%)
	Hindu	1 (1%)
	Jewish	0 (0%)
	Muslim	39 (24%)
	Sikh	3 (2%)
	Other	3 (2%)
7.2	Are your religious beliefs respected here?	
	Yes	75 (46%)
	No	20 (12%)
	Don't know	15 (9%)
	Not applicable (no religion)	52 (32%)
7.3	Are you able to speak to a chaplain of your faith in private, if you want to?	
	Yes	62 (38%)
	No	23 (14%)
	Don't know	25 (15%)
	Not applicable (no religion)	52 (32%)
7.4	Are you able to attend religious services, if you want to?	
	Yes	85 (52%)
	No	12 (7%)
	Don't know	14 (9%)
	Not applicable (no religion)	52 (32%)

Contact with family and friends

8.1	Have staff here encouraged you to keep in touch with your family / friends?	
	Yes	37 (23%)
	No	121 (77%)
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	
	Yes	93 (59%)
	No	65 (41%)
8.3	Are you able to use a phone every day (if you have credit)?	
	Yes	109 (69%)
	No	50 (31%)
8.4	How easy or difficult is it for your family and friends to get here?	
	Very easy	18 (11%)
	Quite easy	46 (29%)
	Quite difficult	36 (23%)
	Very difficult	44 (28%)
	Don't know	13 (8%)
8.5	How often do you have visits from family or friends?	
	More than once a week	6 (4%)
	About once a week	44 (28%)
	Less than once a week	61 (39%)
	Not applicable (don't get visits)	47 (30%)
8.6	Do visits usually start and finish on time?	
	Yes	64 (59%)
	No	44 (41%)
8.7	Are your visitors usually treated respectfully by staff?	
	Yes	80 (78%)
	No	22 (22%)

Time out of cell

9.1	Do you know what the unlock and lock-up times are supposed to be here (or roll check times if you are in an open prison)?	
	Yes, and these times are usually kept to	57 (37%)
	Yes, but these times are not usually kept to	53 (34%)
	No	46 (29%)
9.2	How long do you usually spend out of your cell on a typical weekday (including time spent at education, work etc.)?	
	Less than 2 hours	62 (39%)
	2 to 6 hours	55 (35%)
	6 to 10 hours	18 (11%)
	10 hours or more	10 (6%)
	Don't know	14 (9%)

9.3	How long do you usually spend out of your cell on a typical Saturday or Sunday?	
	Less than 2 hours	127 (80%)
	2 to 6 hours	13 (8%)
	6 to 10 hours	10 (6%)
	10 hours or more	3 (2%)
	Don't know	6 (4%)
9.4	How many days in a typical week do you have time to do domestics (shower, clean cell, use the wing phones etc.)?	
	None	30 (19%)
	1 or 2	16 (10%)
	3 to 5	44 (28%)
	More than 5	49 (31%)
	Don't know	17 (11%)
9.5	How many days in a typical week do you get association, if you want it?	
	None	10 (6%)
	1 or 2	16 (10%)
	3 to 5	20 (13%)
	More than 5	96 (60%)
	Don't know	18 (11%)
9.6	How many days in a typical week could you go outside for exercise, if you wanted to?	
	None	11 (7%)
	1 or 2	13 (8%)
	3 to 5	28 (18%)
	More than 5	91 (58%)
	Don't know	15 (9%)
9.7	Typically, how often do you go to the gym?	
	Twice a week or more	34 (22%)
	About once a week	64 (41%)
	Less than once a week	33 (21%)
	Never	27 (17%)
9.8	Typically, how often do you go to the library?	
	Twice a week or more	2 (1%)
	About once a week	11 (7%)
	Less than once a week	33 (21%)
	Never	108 (70%)
9.9	Does the library have a wide enough range of materials to meet your needs?	
	Yes	21 (14%)
	No	19 (13%)
	Don't use the library	108 (73%)

Applications, complaints and legal rights

10.1	Is it easy for you to make an application?	
	Yes	106 (67%)
	No	35 (22%)
	Don't know	18 (11%)

10.2	If you have made any applications here, please answer the questions below:	Yes	No	Not made any applications	
	Are applications usually dealt with fairly?	57 (39%)	69 (48%)	19 (13%)	
	Are applications usually dealt with within 7 days?	24 (17%)	102 (70%)	19 (13%)	
10.3	Is it easy for you to make a complaint?				
	Yes			74 (48%)	
	No			42 (27%)	
	Don't know			38 (25%)	
10.4	If you have made any complaints here, please answer the questions below:	Yes	No	Not made any complaints	
	Are complaints usually dealt with fairly?	25 (16%)	62 (41%)	65 (43%)	
	Are complaints usually dealt with within 7 days?	17 (11%)	68 (45%)	65 (43%)	
10.5	Have you ever been prevented from making a complaint here when you wanted to?				
	Yes			30 (20%)	
	No			72 (48%)	
	Not wanted to make a complaint			48 (32%)	
10.6	In this prison, is it easy or difficult for you to...	Easy	Difficult	Don't know	Don't need this
	Communicate with your solicitor or legal representative?	25 (16%)	83 (54%)	27 (18%)	19 (12%)
	Attend legal visits?	56 (38%)	29 (19%)	43 (29%)	21 (14%)
	Get bail information?	11 (8%)	67 (46%)	41 (28%)	27 (18%)
10.7	Have staff here ever opened letters from your solicitor or legal representative when you were not present?				
	Yes				55 (37%)
	No				62 (42%)
	Not had any legal letters				31 (21%)

Health care

11.1	How easy or difficult is it to see the following people?	Very easy	Quite easy	Quite difficult	Very difficult	Don't know
	Doctor	9 (6%)	34 (22%)	52 (33%)	45 (29%)	16 (10%)
	Nurse	13 (8%)	62 (40%)	38 (24%)	29 (19%)	14 (9%)
	Dentist	4 (3%)	24 (15%)	41 (26%)	56 (36%)	31 (20%)
	Mental health workers	8 (5%)	24 (16%)	27 (18%)	41 (27%)	54 (35%)
11.2	What do you think of the quality of the health service from the following people?	Very good	Quite good	Quite bad	Very bad	Don't know
	Doctor	14 (9%)	50 (34%)	28 (19%)	16 (11%)	40 (27%)
	Nurse	16 (11%)	52 (36%)	27 (19%)	17 (12%)	33 (23%)
	Dentist	8 (5%)	33 (22%)	23 (16%)	17 (12%)	66 (45%)
	Mental health workers	16 (11%)	25 (17%)	10 (7%)	16 (11%)	80 (54%)

11.3	Do you have any mental health problems?	
	Yes	56 (37%)
	No	95 (63%)
11.4	Have you been helped with your mental health problems in this prison?	
	Yes	28 (19%)
	No	28 (19%)
	Don't have any mental health problems	95 (63%)
11.5	What do you think of the overall quality of the health services here?	
	Very good	7 (5%)
	Quite good	46 (31%)
	Quite bad	45 (30%)
	Very bad	28 (19%)
	Don't know	24 (16%)

Other support needs

12.1	Do you consider yourself to have a disability (long-term physical, mental or learning needs that affect your day-to-day life)?	
	Yes	40 (26%)
	No	114 (74%)
12.2	If you have a disability, are you getting the support you need?	
	Yes	14 (9%)
	No	24 (16%)
	Don't have a disability	114 (75%)
12.3	Have you been on an ACCT in this prison?	
	Yes	32 (21%)
	No	120 (79%)
12.4	If you have been on an ACCT in this prison, did you feel cared for by staff?	
	Yes	16 (11%)
	No	16 (11%)
	Have not been on an ACCT in this prison	120 (79%)
12.5	How easy or difficult is it for you to speak to a Listener, if you need to?	
	Very easy	11 (7%)
	Quite easy	15 (10%)
	Quite difficult	15 (10%)
	Very difficult	20 (13%)
	Don't know	80 (53%)
	No Listeners at this prison	9 (6%)

Alcohol and drugs

13.1	Did you have an alcohol problem when you came into this prison?	
	Yes	19 (13%)
	No	133 (88%)
13.2	Have you been helped with your alcohol problem in this prison?	
	Yes	6 (4%)
	No	13 (9%)
	Did not / do not have an alcohol problem	133 (88%)

13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	
	Yes	36 (24%)
	No	117 (76%)
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	
	Yes	7 (5%)
	No	146 (95%)
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	
	Yes	9 (6%)
	No	143 (94%)
13.6	Have you been helped with your drug problem in this prison (including illicit drugs and medication not prescribed to you)?	
	Yes	14 (9%)
	No	23 (15%)
	Did not / do not have a drug problem	113 (75%)
13.7	Is it easy or difficult to get illicit drugs in this prison?	
	Very easy	14 (9%)
	Quite easy	20 (13%)
	Quite difficult	7 (5%)
	Very difficult	14 (9%)
	Don't know	95 (63%)
13.8	Is it easy or difficult to get alcohol in this prison?	
	Very easy	5 (3%)
	Quite easy	8 (5%)
	Quite difficult	8 (5%)
	Very difficult	17 (11%)
	Don't know	111 (74%)

Safety

14.1	Have you ever felt unsafe here?	
	Yes	86 (56%)
	No	68 (44%)
14.2	Do you feel unsafe now?	
	Yes	39 (26%)
	No	109 (74%)
14.3	Have you experienced any of the following types of bullying / victimisation from other prisoners here? (Please tick all that apply to you.)	
	Verbal abuse	60 (41%)
	Threats or intimidation	58 (39%)
	Physical assault	31 (21%)
	Sexual assault	6 (4%)
	Theft of canteen or property	35 (24%)
	Other bullying / victimisation	29 (20%)
	Not experienced any of these from prisoners here	76 (51%)
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	
	Yes	29 (20%)
	No	116 (80%)

14.5	Have you experienced any of the following types of bullying / victimisation from staff here? (Please tick all that apply.)	
	Verbal abuse	52 (35%)
	Threats or intimidation	40 (27%)
	Physical assault	21 (14%)
	Sexual assault	2 (1%)
	Theft of canteen or property	17 (12%)
	Other bullying / victimisation	20 (14%)
	Not experienced any of these from staff here	78 (53%)

14.6	If you were being bullied / victimised by staff here, would you report it?	
	Yes	47 (32%)
	No	98 (68%)

Behaviour management

15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?		
	Yes	71 (47%)	
	No	47 (31%)	
	Don't know what the incentives / rewards are	32 (21%)	
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?		
	Yes	41 (27%)	
	No	70 (47%)	
	Don't know	25 (17%)	
	Don't know what this is	14 (9%)	
15.3	Have you been physically restrained by staff in this prison in the last 6 months?		
	Yes	45 (30%)	
	No	107 (70%)	
15.4	If you have been restrained by staff in this prison in the last 6 months, did anyone come and talk to you about it afterwards?		
	Yes	8 (5%)	
	No	34 (22%)	
	Don't remember	3 (2%)	
	Not been restrained here in last 6 months	107 (70%)	
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?		
	Yes	38 (25%)	
	No	113 (75%)	
15.6	If you have spent one or more nights in the segregation unit in this prison in the last 6 months please answer the questions below:		
		Yes	No
	Were you treated well by segregation staff?	19 (50%)	19 (50%)
	Could you shower every day?	24 (65%)	13 (35%)
	Could you go outside for exercise every day?	25 (68%)	12 (32%)
	Could you use the phone every day (if you had credit)?	10 (27%)	27 (73%)

Education, skills and work

16.1 Is it easy or difficult to get into the following activities in this prison?

	Easy	Difficult	Don't know	Not available here
Education	59 (40%)	59 (40%)	28 (19%)	1 (1%)
Vocational or skills training	31 (22%)	60 (43%)	47 (34%)	2 (1%)
Prison job	45 (31%)	79 (54%)	21 (14%)	0 (0%)
Voluntary work outside of the prison	4 (3%)	51 (37%)	53 (38%)	31 (22%)
Paid work outside of the prison	4 (3%)	52 (37%)	51 (36%)	33 (24%)

16.2 If you have done any of these activities while in this prison, do you think they will help you on release?

	Yes, will help	No, won't help	Not done this
Education	65 (45%)	49 (34%)	31 (21%)
Vocational or skills training	38 (29%)	43 (32%)	52 (39%)
Prison job	43 (31%)	58 (42%)	38 (27%)
Voluntary work outside of the prison	15 (11%)	33 (25%)	84 (64%)
Paid work outside of the prison	16 (12%)	31 (24%)	82 (64%)

16.3 Do staff encourage you to attend education, training or work?

Yes	70 (48%)
No	66 (45%)
Not applicable (e.g. if you are retired, sick or on remand)	10 (7%)

Planning and progression

17.1 Do you have a custody plan? (This may be called a sentence plan or resettlement plan.)

Yes	48 (33%)
No	98 (67%)

17.2 Do you understand what you need to do to achieve the objectives or targets in your custody plan?

Yes	34 (71%)
No	8 (17%)
Don't know what my objectives or targets are	6 (13%)

17.3 Are staff here supporting you to achieve your objectives or targets?

Yes	15 (33%)
No	25 (54%)
Don't know what my objectives or targets are	6 (13%)

17.4 If you have done any of the following things in this prison, did they help you to achieve your objectives or targets?

	Yes, this helped	No, this didn't help	Not done/don't know
Offending behaviour programmes	11 (24%)	7 (15%)	28 (61%)
Other programmes	11 (23%)	8 (17%)	28 (60%)
One to one work	11 (24%)	5 (11%)	30 (65%)
Being on a specialist unit	7 (16%)	4 (9%)	33 (75%)
ROTL - day or overnight release	1 (2%)	5 (11%)	38 (86%)

Preparation for release

18.1	Do you expect to be released in the next 3 months?		
	Yes		73 (49%)
	No		55 (37%)
	Don't know		22 (15%)
18.2	How close is this prison to your home area or intended release address?		
	Very near		10 (14%)
	Quite near		24 (33%)
	Quite far		21 (29%)
	Very far		18 (25%)
18.3	Is anybody helping you to prepare for your release (e.g. a home probation officer, responsible officer, case worker)?		
	Yes		34 (47%)
	No		39 (53%)
18.4	Are you getting help to sort out the following things for when you are released?	Yes, I'm getting help with this	No, but I need help with this
			No, and I don't need help with this
	Finding accommodation	14 (20%)	23 (32%)
	Getting employment	7 (10%)	34 (49%)
	Setting up education or training	7 (10%)	26 (37%)
	Arranging benefits	7 (10%)	29 (43%)
	Sorting out finances	10 (15%)	24 (36%)
	Support for drug or alcohol problems	6 (9%)	13 (19%)
	Health / mental health support	6 (9%)	19 (28%)
	Social care support	4 (6%)	15 (22%)
	Getting back in touch with family or friends	4 (6%)	18 (26%)
			34 (48%)
			28 (41%)
			37 (53%)
			32 (47%)
			33 (49%)
			50 (72%)
			44 (64%)
			49 (72%)
			46 (68%)

More about you

19.1	Do you have children under the age of 18?		
	Yes		37 (25%)
	No		112 (75%)
19.2	Are you a UK / British citizen?		
	Yes		143 (95%)
	No		8 (5%)
19.3	Are you from a traveller community (e.g. Gypsy, Roma, Irish Traveller)?		
	Yes		7 (5%)
	No		141 (95%)
19.4	Have you ever been in the armed services (e.g. army, navy, air force)?		
	Yes		6 (4%)
	No		143 (96%)
19.5	What is your gender?		
	Male		150 (99%)
	Female		0 (0%)
	Non-binary		1 (1%)
	Other		0 (0%)

19.6	How would you describe your sexual orientation?	
	Straight / heterosexual	145 (98%)
	Gay / lesbian / homosexual	0 (0%)
	Bisexual	2 (1%)
	Other	1 (1%)
19.7	Do you identify as transgender or transsexual?	
	Yes	6 (4%)
	No	138 (96%)

Final questions about this prison

20.1	Do you think your experiences in this prison have made you more or less likely to offend in the future?	
	More likely to offend	15 (10%)
	Less likely to offend	83 (56%)
	Made no difference	50 (34%)

HMPYOI Brinsford 2017

Survey responses compared with those from other HMIP surveys of young adult prisons and with those from the previous survey

In this table summary statistics from HMPYOI Brinsford 2017 are compared with the following HMIP survey data:

- Summary statistics from most recent surveys of all other young adult prisons (5 prisons). Please note that we do not have comparable data for the new questions introduced in September 2017.
- Summary statistics from HMPYOI Brinsford in 2015 are compared with those from HMPYOI Brinsford in 2015. Please note that we do not have comparable data for the new questions introduced in September 2017.

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DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION						
1.2	Are you under 21 years of age?	<small>n=167</small>	87%	73%	87%	92%
	Are you 25 years of age or younger?	<small>n=167</small>	98%		98%	
	Are you 50 years of age or older?	<small>n=167</small>	0%	0%	0%	0%
	Are you 70 years of age or older?	<small>n=167</small>	0%	0%	0%	0%
1.3	Are you from a minority ethnic group?	<small>n=167</small>	52%	41%	52%	49%
1.4	Have you been in this prison for less than 6 months?	<small>n=166</small>	63%		63%	
1.5	Are you currently serving a sentence?	<small>n=160</small>	80%	96%	80%	77%
	Are you on recall?	<small>n=160</small>	4%	6%	4%	9%
1.6	Is your sentence less than 12 months?	<small>n=168</small>	32%	9%	32%	19%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	<small>n=168</small>	0%	2%	0%	0%
7.1	Are you Muslim?	<small>n=165</small>	24%	23%	24%	24%
11.3	Do you have any mental health problems?	<small>n=151</small>	37%		37%	
12.1	Do you consider yourself to have a disability?	<small>n=154</small>	26%	17%	26%	20%
19.1	Do you have any children under the age of 18?	<small>n=149</small>	25%	21%	25%	27%
19.2	Are you a foreign national?	<small>n=151</small>	5%	10%	5%	7%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	<small>n=148</small>	5%	5%	5%	3%
19.4	Have you ever been in the armed services?	<small>n=149</small>	4%	1%	4%	0%
19.5	Is your gender female or non-binary?	<small>n=151</small>	1%		1%	
19.6	Are you homosexual, bisexual or other sexual orientation?	<small>n=148</small>	2%	3%	2%	1%
19.7	Do you identify as transgender or transsexual?	<small>n=144</small>	4%		4%	
ARRIVAL AND RECEPTION						
2.1	Were you given up-to-date information about this prison before you came here?	<small>n=167</small>	20%		20%	
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	<small>n=169</small>	69%	71%	69%	70%
2.3	When you were searched in reception, was this done in a respectful way?	<small>n=168</small>	79%	80%	79%	82%
2.4	Overall, were you treated very / quite well in reception?	<small>n=169</small>	88%		88%	

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2.5	When you first arrived, did you have any problems?	n=164	74%	59%	74%	58%
2.5	Did you have problems with:					
	- Getting phone numbers?	n=164	40%	17%	40%	27%
	- Contacting family?	n=164	38%	21%	38%	29%
	- Arranging care for children or other dependents?	n=164	0%		0%	
	- Contacting employers?	n=164	7%	1%	7%	3%
	- Money worries?	n=164	15%	13%	15%	10%
	- Housing worries?	n=164	12%	9%	12%	11%
	- Feeling depressed?	n=164	29%		29%	
	- Feeling suicidal?	n=164	8%		8%	
	- Other mental health problems?	n=164	12%		12%	
	- Physical health problems	n=164	7%	4%	7%	6%
	- Drugs or alcohol (e.g. withdrawal)?	n=164	13%		13%	
	- Getting medication?	n=164	13%		13%	
	- Needing protection from other prisoners?	n=164	9%	10%	9%	9%
	- Lost or delayed property?	n=164	14%	18%	14%	11%
	<i>For those who had any problems when they first arrived:</i>					
2.6	Did staff help you to deal with these problems?	n=114	32%	28%	32%	42%
FIRST NIGHT AND INDUCTION						
3.1	Before you were locked up on your first night, were you offered:					
	- Tobacco or nicotine replacement?	n=164	76%	70%	76%	87%
	- Toiletries / other basic items?	n=164	54%	52%	54%	74%
	- A shower?	n=164	67%	39%	67%	66%
	- A free phone call?	n=164	79%	70%	79%	82%
	- Something to eat?	n=164	79%	50%	79%	82%
	- The chance to see someone from health care?	n=164	57%	66%	57%	57%
	- The chance to talk to a Listener or Samaritans?	n=164	19%	24%	19%	14%
	- Support from another prisoner (e.g. Insider or buddy)?	n=164	12%		12%	
	- None of these?	n=164	6%		6%	
3.2	On your first night in this prison, was your cell very / quite clean?	n=166	51%		51%	
3.3	Did you feel safe on your first night here?	n=164	79%	71%	79%	78%
3.4	In your first few days here, did you get?					
	- Access to the prison shop / canteen?	n=164	21%	25%	21%	16%
	- Free PIN phone credit?	n=161	64%		64%	
	- Numbers put on your PIN phone?	n=158	42%		42%	
3.5	Have you had an induction at this prison?	n=160	91%	87%	91%	79%
	<i>For those who have had an induction:</i>					
3.5	Did your induction cover everything you needed to know about this prison?	n=146	47%		47%	

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ON THE WING					
4.1	Are you in a cell on your own?	n=165	62%		62%
4.2	Is your cell call bell normally answered within 5 minutes?	n=165	10%	25%	10% 14%
4.3	On the wing or houseblock you currently live on:				
	- Do you normally have enough clean, suitable clothes for the week?	n=163	47%	47%	47% 53%
	- Can you shower every day?	n=165	81%	56%	81% 66%
	- Do you have clean sheets every week?	n=159	55%	61%	55% 69%
	- Do you get cell cleaning materials every week?	n=158	26%	36%	26% 46%
	- Is it normally quiet enough for you to relax or sleep at night?	n=152	46%	52%	46% 49%
	- Can you get your stored property if you need it?	n=152	32%	22%	32% 25%
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	n=162	57%		57%
FOOD AND CANTEEN					
5.1	Is the quality of the food in this prison very / quite good?	n=165	39%		39%
5.2	Do you get enough to eat at meal-times always / most of the time?	n=167	31%		31%
5.3	Does the shop / canteen sell the things that you need?	n=166	66%	41%	66% 41%
RELATIONSHIPS WITH STAFF					
6.1	Do most staff here treat you with respect?	n=160	64%	64%	64% 68%
6.2	Are there any staff here you could turn to if you had a problem?	n=160	54%	60%	54% 65%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	n=163	28%	28%	28% 28%
6.4	Do you have a personal officer?	n=159	57%		57%
	For those who have a personal officer:				
6.4	Is your personal or named officer very / quite helpful?	n=91	33%		33%
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	n=162	7%		7%
6.6	Do you feel that you are treated as an individual in this prison?	n=157	50%		50%
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	n=160	47%		47%
	If so, do things sometimes change?	n=75	21%		21%
FAITH					
7.1	Do you have a religion?	n=165	69%	67%	69% 63%
	For those who have a religion:				
7.2	Are your religious beliefs respected here?	n=110	68%		68%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	n=110	56%		56%
7.4	Are you able to attend religious services, if you want to?	n=111	77%		77%

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CONTACT WITH FAMILY AND FRIENDS						
8.1	Have staff here encouraged you to keep in touch with your family / friends?	n=158	23%		23%	
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	n=158	59%	54%	59%	55%
8.3	Are you able to use a phone every day (if you have credit)?	n=159	69%		69%	
8.4	Is it very / quite easy for your family and friends to get here?	n=157	41%		41%	
8.5	Do you get visits from family/friends once a week or more?	n=158	32%		32%	
<i>For those who get visits:</i>						
8.6	Do visits usually start and finish on time?	n=108	59%		59%	
8.7	Are your visitors usually treated respectfully by staff?	n=102	78%		78%	
TIME OUT OF CELL						
9.1	Do you know what the unlock and lock-up times are supposed to be here?	n=156	71%		71%	
<i>For those who know what the unlock and lock-up times are supposed to be:</i>						
9.1	Are these times usually kept to?	n=110	52%		52%	
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	n=159	39%	36%	39%	36%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	n=159	6%	4%	6%	13%
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	n=159	80%		80%	
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	n=159	2%		2%	
9.4	Do you have time to do domestics more than 5 days in a typical week?	n=156	31%		31%	
9.5	Do you get association more than 5 days in a typical week, if you want it?	n=160	60%		60%	
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	n=158	58%		58%	
9.7	Do you typically go to the gym twice a week or more?	n=158	22%		22%	
9.8	Do you typically go to the library twice a week or more?	n=154	1%	4%	1%	2%
<i>For those who use the library:</i>						
9.9	Does the library have a wide enough range of materials to meet your needs?	n=40	53%	53%	53%	38%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS						
10.1	Is it easy for you to make an application?	n=159	67%	74%	67%	72%
<i>For those who have made an application:</i>						
10.2	Are applications usually dealt with fairly?	n=126	45%	48%	45%	49%
	Are applications usually dealt with within 7 days?	n=126	19%	23%	19%	20%
10.3	Is it easy for you to make a complaint?	n=154	48%	48%	48%	58%
<i>For those who have made a complaint:</i>						
10.4	Are complaints usually dealt with fairly?	n=87	29%	28%	29%	31%
	Are complaints usually dealt with within 7 days?	n=85	20%	22%	20%	27%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	n=102	29%		29%	

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<i>For those who need it, is it easy to:</i>					
10.6	Communicate with your solicitor or legal representative?	n=135	19%		19%
	Attend legal visits?	n=128	44%		44%
	Get bail information?	n=119	9%		9%
<i>For those who have had legal letters:</i>					
10.7	Have staff here ever opened letters from your solicitor or legal representative when you were not present?	n=117	47%	54%	47% 52%
HEALTH CARE					
11.1	Is it very / quite easy to see:				
	- Doctor?	n=156	28%		28%
	- Nurse?	n=156	48%		48%
	- Dentist?	n=156	18%		18%
	- Mental health workers?	n=154	21%		21%
11.2	Do you think the quality of the health service is very / quite good from:				
	- Doctor?	n=148	43%		43%
	- Nurse?	n=145	47%		47%
	- Dentist?	n=147	28%		28%
	- Mental health workers?	n=147	28%		28%
11.3	Do you have any mental health problems?	n=151	37%		37%
<i>For those who have mental health problems:</i>					
11.4	Have you been helped with your mental health problems in this prison?	n=56	50%		50%
11.5	Do you think the overall quality of the health services here is very / quite good?	n=150	35%		35%
OTHER SUPPORT NEEDS					
12.1	Do you consider yourself to have a disability?	n=154	26%	17%	26% 20%
<i>For those who have a disability:</i>					
12.2	Are you getting the support you need?	n=38	37%		37%
12.3	Have you been on an ACCT in this prison?	n=152	21%		21%
<i>For those who have been on an ACCT:</i>					
12.4	Did you feel cared for by staff?	n=32	50%		50%
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	n=150	17%		17%
ALCOHOL AND DRUGS					
13.1	Did you have an alcohol problem when you came into this prison?	n=152	13%	15%	13% 18%
<i>For those who had / have an alcohol problem:</i>					
13.2	Have you been helped with your alcohol problem in this prison?	n=19	32%	64%	32% 74%
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	n=153	24%	27%	24% 29%
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	n=153	5%	10%	5% 7%
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	n=152	6%		6%
<i>For those who had / have a drug problem:</i>					
13.6	Have you been helped with your drug problem in this prison?	n=37	38%	62%	38% 72%
13.7	Is it very / quite easy to get illicit drugs in this prison?	n=150	23%		23%
13.8	Is it very / quite easy to get alcohol in this prison?	n=149	9%		9%

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SAFETY					
14.1	Have you ever felt unsafe here?	n=154	56%	50%	56% 44%
14.2	Do you feel unsafe now?	n=148	26%	24%	26% 22%
14.3	Have you experienced any of the following from other prisoners here:				
	- Verbal abuse?	n=148	41%		41%
	- Threats or intimidation?	n=148	39%		39%
	- Physical assault?	n=148	21%		21%
	- Sexual assault?	n=148	4%		4%
	- Theft of canteen or property?	n=148	24%		24%
	- Other bullying / victimisation?	n=148	20%		20%
	- Not experienced any of these from prisoners here	n=148	51%	65%	51% 67%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	n=145	20%		20%
14.5	Have you experienced any of the following from staff here:				
	- Verbal abuse?	n=147	35%		35%
	- Threats or intimidation?	n=147	27%		27%
	- Physical assault?	n=147	14%		14%
	- Sexual assault?	n=147	1%		1%
	- Theft of canteen or property?	n=147	12%		12%
	- Other bullying / victimisation?	n=147	14%		14%
	- Not experienced any of these from staff here	n=147	53%	65%	53% 65%
14.6	If you were being bullied / victimised by staff here, would you report it?	n=145	32%		32%
BEHAVIOUR MANAGEMENT					
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	n=150	47%		47%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	n=150	27%		27%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	n=152	30%	25%	30% 22%
For those who have been restrained in the last 6 months:					
15.4	Did anyone come and talk to you about it afterwards?	n=45	18%		18%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	n=151	25%	33%	25% 35%
For those who have spent one or more nights in the segregation unit in the last 6 months:					
15.6	Were you treated well by segregation staff?	n=38	50%		50%
	Could you shower every day?	n=37	65%		65%
	Could you go outside for exercise every day?	n=37	68%		68%
	Could you use the phone every day (if you had credit)?	n=37	27%		27%

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	Blue shading shows results that are significantly more negative than the comparator
	Orange shading shows significant differences in demographics and background information
	No shading means that differences are not significant and may have occurred by chance
	Grey shading indicates that we have no valid data for this question

* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

HMPYOI Brinsford 2017	All other young adult prisons	HMPYOI Brinsford 2017	HMPYOI Brinsford 2015
171	813	171	165

n=number of valid responses to question (HMPYOI Brinsford 2017)

EDUCATION, SKILLS AND WORK					
16.1	In this prison, is it easy to get into the following activities:				
	- Education?	n=147	40%		40%
	- Vocational or skills training?	n=140	22%		22%
	- Prison job?	n=145	31%		31%
	- Voluntary work outside of the prison?	n=139	3%		3%
	- Paid work outside of the prison?	n=140	3%		3%
16.2	In this prison, have you done the following activities:				
	- Education?	n=145	79%	80%	79%
	- Vocational or skills training?	n=133	61%	65%	61%
	- Prison job?	n=139	73%	73%	73%
	- Voluntary work outside of the prison?	n=132	36%		36%
	- Paid work outside of the prison?	n=129	36%		36%
<i>For those who have done the following activities, do you think they will help you on release:</i>					
	- Education?	n=114	57%	57%	57%
	- Vocational or skills training?	n=81	47%	53%	47%
	- Prison job?	n=101	43%	50%	43%
	- Voluntary work outside of the prison?	n=48	31%		31%
	- Paid work outside of the prison?	n=47	34%		34%
16.3	Do staff encourage you to attend education, training or work?	n=136	52%		52%
PLANNING AND PROGRESSION					
17.1	Do you have a custody plan?	n=146	33%		33%
<i>For those who have a custody plan:</i>					
17.2	Do you understand what you need to do to achieve your objectives or targets?	n=48	71%		71%
17.3	Are staff helping you to achieve your objectives or targets?	n=46	33%		33%
17.4	In this prison, have you done:				
	- Offending behaviour programmes?	n=46	39%		39%
	- Other programmes?	n=47	40%		40%
	- One to one work?	n=46	35%		35%
	- Been on a specialist unit?	n=44	25%		25%
	- ROTL - day or overnight release?	n=44	14%		14%
<i>For those who have done the following, did they help you to achieve your objectives or targets:</i>					
	- Offending behaviour programmes?	n=18	61%		61%
	- Other programmes?	n=19	58%		58%
	- One to one work?	n=16	69%		69%
	- Being on a specialist unit?	n=11	64%		64%
	- ROTL - day or overnight release?	n=6	17%		17%

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- Grey shading indicates that we have no valid data for this question

* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

HMPYOI Brinsford 2017	All other young adult prisons	HMPYOI Brinsford 2017	HMPYOI Brinsford 2015
171	813	171	165

n=number of valid responses to question (HMPYOI Brinsford 2017)

PREPARATION FOR RELEASE						
18.1	Do you expect to be released in the next 3 months?	<i>n=150</i>	49%		49%	
<i>For those who expect to be released in the next 3 months:</i>						
18.2	Is this prison very / quite near to your home area or intended release address?	<i>n=73</i>	47%		47%	
18.3	Is anybody helping you to prepare for your release?	<i>n=73</i>	47%		47%	
18.4	Do you need help to sort out the following for when you are released:					
	- Finding accommodation?	<i>n=71</i>	52%		52%	
	- Getting employment?	<i>n=69</i>	59%		59%	
	- Setting up education or training?	<i>n=70</i>	47%		47%	
	- Arranging benefits?	<i>n=68</i>	53%		53%	
	- Sorting out finances?	<i>n=67</i>	51%		51%	
	- Support for drug or alcohol problems?	<i>n=69</i>	28%		28%	
	- Health / mental Health support?	<i>n=69</i>	36%		36%	
	- Social care support?	<i>n=68</i>	28%		28%	
	- Getting back in touch with family or friends?	<i>n=68</i>	32%		32%	
18.4	Are you getting help to sort out the following for when you are released, if you need it:					
	- Finding accommodation?	<i>n=37</i>	38%		38%	
	- Getting employment?	<i>n=41</i>	17%		17%	
	- Setting up education or training?	<i>n=33</i>	21%		21%	
	- Arranging benefits?	<i>n=36</i>	19%		19%	
	- Sorting out finances?	<i>n=34</i>	29%		29%	
	- Support for drug or alcohol problems?	<i>n=19</i>	32%		32%	
	- Health / mental Health support?	<i>n=25</i>	24%		24%	
	- Social care support?	<i>n=19</i>	21%		21%	
	- Getting back in touch with family or friends?	<i>n=22</i>	18%		18%	
FINAL QUESTION ABOUT THIS PRISON						
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	<i>n=148</i>	56%		56%	

HMPYOI Brinsford 2017

Comparison of survey responses between sub-populations of prisoners

In this table the following analyses are presented:
 - Responses of prisoners from black and minority ethnic groups are compared with those of white prisoners
 - Muslim prisoners' responses are compared with those of non-Muslim prisoners
 Please note that these analyses are based on summary data from selected survey questions only.

Shading is used to indicate statistical significance*, as follows:

	Green shading shows results that are significantly more positive than the comparator
	Blue shading shows results that are significantly more negative than the comparator
	Orange shading shows significant differences in demographics and background information
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	Grey shading indicates that we have no valid data for this question

* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

Black and minority ethnic		White
86		81
Muslim		Non-Muslim
39		126

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION					
1.2	Are you under 21 years of age?	89%	85%	90%	88%
	Are you 50 years of age or older?	0%	0%	0%	0%
1.3	Are you from a minority ethnic group?			97%	38%
7.1	Are you Muslim?	44%	1%		
11.3	Do you have any mental health problems?	23%	51%	22%	42%
12.1	Do you consider yourself to have a disability?	17%	36%	8%	31%
19.2	Are you a foreign national?	5%	4%	8%	4%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	1%	6%	0%	5%
ARRIVAL AND RECEPTION					
2.3	When you were searched in reception, was this done in a respectful way?	80%	79%	74%	82%
2.4	Overall, were you treated very / quite well in reception?	88%	89%	87%	90%
2.5	When you first arrived, did you have any problems?	69%	80%	71%	76%
<i>For those who had any problems when they first arrived:</i>					
2.6	Did staff help you to deal with these problems?	33%	31%	19%	35%
FIRST NIGHT AND INDUCTION					
3.3	Did you feel safe on your first night here?	81%	78%	79%	79%
3.5	Have you had an induction at this prison?	94%	90%	95%	91%
<i>For those who have had an induction:</i>					
3.5	Did your induction cover everything you needed to know about this prison?	43%	51%	37%	50%
ON THE WING					
4.2	Is your cell call bell normally answered within 5 minutes?	10%	10%	5%	11%
4.3	On the wing or houseblock you currently live on:				
	- Do you normally have enough clean, suitable clothes for the week?	50%	46%	43%	48%
	- Can you shower every day?	77%	86%	72%	84%
	- Do you have clean sheets every week?	51%	61%	36%	61%
	- Do you get cell cleaning materials every week?	28%	25%	25%	26%
	- Is it normally quiet enough for you to relax or sleep at night?	53%	40%	37%	49%
	- Can you get your stored property if you need it?	24%	41%	17%	36%

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* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

Black and minority ethnic	White
86	81

Muslim	Non-Muslim
39	126

FOOD AND CANTEEN			
5.2	Do you get enough to eat at meal-times always / most of the time?	30%	30%
5.3	Does the shop / canteen sell the things that you need?	53%	80%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	60%	72%
6.2	Are there any staff here you could turn to if you had a problem?	47%	63%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	18%	39%
6.6	Do you feel that you are treated as an individual in this prison?	49%	49%
FAITH			
<i>For those who have a religion:</i>			
7.2	Are your religious beliefs respected here?	66%	73%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	46%	75%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	18%	30%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	59%	60%
8.3	Are you able to use a phone every day (if you have credit)?	68%	71%
<i>For those who get visits:</i>			
8.7	Are your visitors usually treated respectfully by staff?	78%	83%
TIME OUT OF CELL			
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	33%	45%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	11%	1%
<i>For those who use the library:</i>			
9.9	Does the library have a wide enough range of materials to meet your needs?	39%	65%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	69%	66%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	43%	49%
10.3	Is it easy for you to make a complaint?	52%	45%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	26%	34%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	29%	27%

24%	33%
51%	71%
56%	68%
39%	59%
14%	33%
41%	52%
63%	72%
42%	65%
18%	25%
69%	55%
64%	71%
72%	82%
34%	40%
11%	5%
60%	50%
76%	65%
38%	48%
62%	44%
9%	36%
33%	27%

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* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

Black and minority ethnic	White
86	81

Muslim	Non-Muslim
39	126

HEALTH CARE			
11.1	Is it very / quite easy to see:		
	- Doctor?	24%	32%
	- Nurse?	48%	49%
	- Dentist?	17%	20%
	- Mental health workers?	15%	27%
<i>For those who have mental health problems:</i>			
11.4	Have you been helped with your mental health problems in this prison?	47%	53%
11.5	Do you think the overall quality of the health services here is very / quite good?	32%	40%
OTHER SUPPORT NEEDS			
<i>For those who have a disability:</i>			
12.2	Are you getting the support you need?	25%	44%
SAFETY			
14.1	Have you ever felt unsafe here?	47%	64%
14.2	Do you feel unsafe now?	23%	28%
14.3	Not experienced bullying / victimisation by other prisoners	65%	39%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	15%	25%
14.5	Not experienced bullying / victimisation by members of staff	47%	63%
14.6	If you were being bullied / victimised by staff here, would you report it?	23%	40%
BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	50%	45%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	25%	31%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	36%	25%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	33%	18%
EDUCATION, SKILLS AND WORK			
16.3	Do staff encourage you to attend education, training or work?	42%	64%
PLANNING AND PROGRESSION			
17.1	Do you have a custody plan?	33%	33%
<i>For those who have a custody plan:</i>			
17.3	Are staff helping you to achieve your objectives or targets?	29%	38%
PREPARATION FOR RELEASE			
<i>For those who expect to be released in the next 3 months:</i>			
18.3	Is anybody helping you to prepare for your release?	42%	50%
FINAL QUESTION ABOUT THIS PRISON			
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	55%	59%

14%	32%
47%	48%
11%	20%
3%	26%
25%	55%
17%	41%
0%	41%
47%	58%
27%	26%
66%	48%
17%	21%
38%	59%
23%	34%
42%	49%
22%	30%
42%	26%
42%	20%
34%	58%
30%	34%
9%	40%
39%	49%
34%	63%

HMPYOI Brinsford 2017

Comparison of survey responses between sub-populations of prisoners

In this table the following analyses are presented:
 - Responses of prisoners with mental health problems are compared with those of prisoners who do not have mental health problems
 - Disabled prisoners' responses are compared with those of prisoners who do not have a disability
 Please note that these analyses are based on summary data from selected survey questions only.

Shading is used to indicate statistical significance*, as follows:

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* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

Mental health problems	No mental health problems	Have a disability	Do not have a disability
56	95	40	114

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION					
1.2	Are you under 21 years of age?	87%	88%	85%	88%
	Are you 50 years of age or older?	0%	0%	0%	0%
1.3	Are you from a minority ethnic group?	31%	61%	33%	59%
7.1	Are you Muslim?	15%	30%	8%	30%
11.3	Do you have any mental health problems?			74%	24%
12.1	Do you consider yourself to have a disability?	51%	11%		
19.2	Are you a foreign national?	4%	4%	5%	4%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	6%	4%	8%	4%
ARRIVAL AND RECEPTION					
2.3	When you were searched in reception, was this done in a respectful way?	78%	82%	82%	79%
2.4	Overall, were you treated very / quite well in reception?	88%	90%	95%	88%
2.5	When you first arrived, did you have any problems?	89%	65%	90%	70%
<i>For those who had any problems when they first arrived:</i>					
2.6	Did staff help you to deal with these problems?	38%	25%	45%	24%
FIRST NIGHT AND INDUCTION					
3.3	Did you feel safe on your first night here?	73%	80%	77%	78%
3.5	Have you had an induction at this prison?	89%	95%	87%	95%
<i>For those who have had an induction:</i>					
3.5	Did your induction cover everything you needed to know about this prison?	49%	43%	49%	45%
ON THE WING					
4.2	Is your cell call bell normally answered within 5 minutes?	11%	9%	20%	5%
4.3	On the wing or houseblock you currently live on:				
	- Do you normally have enough clean, suitable clothes for the week?	33%	54%	33%	51%
	- Can you shower every day?	79%	85%	80%	82%
	- Do you have clean sheets every week?	63%	49%	64%	50%
	- Do you get cell cleaning materials every week?	20%	30%	30%	25%
	- Is it normally quiet enough for you to relax or sleep at night?	39%	49%	42%	47%
	- Can you get your stored property if you need it?	34%	32%	39%	28%

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* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

Mental health problems	No mental health problems
56	95

Have a disability	Do not have a disability
40	114

FOOD AND CANTEEN			
5.2	Do you get enough to eat at meal-times always / most of the time?	27%	32%
5.3	Does the shop / canteen sell the things that you need?	66%	68%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	65%	64%
6.2	Are there any staff here you could turn to if you had a problem?	64%	48%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	36%	22%
6.6	Do you feel that you are treated as an individual in this prison?	50%	51%
FAITH			
<i>For those who have a religion:</i>			
7.2	Are your religious beliefs respected here?	67%	67%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	59%	55%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	31%	20%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	69%	53%
8.3	Are you able to use a phone every day (if you have credit)?	64%	72%
<i>For those who get visits:</i>			
8.7	Are your visitors usually treated respectfully by staff?	71%	87%
TIME OUT OF CELL			
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	52%	30%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	6%	8%
<i>For those who use the library:</i>			
9.9	Does the library have a wide enough range of materials to meet your needs?	81%	32%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	59%	71%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	40%	48%
10.3	Is it easy for you to make a complaint?	50%	48%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	31%	27%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	37%	25%

35%	28%
73%	65%
76%	60%
63%	51%
45%	21%
54%	49%
63%	68%
57%	55%
36%	19%
49%	63%
71%	67%
71%	83%
49%	33%
3%	8%
86%	33%
60%	69%
48%	44%
41%	52%
35%	28%
33%	27%

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* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

Mental health problems	No mental health problems
56	95

Have a disability	Do not have a disability
40	114

HEALTH CARE			
11.1	Is it very / quite easy to see:		
	- Doctor?	31%	26%
	- Nurse?	47%	49%
	- Dentist?	20%	16%
	- Mental health workers?	31%	13%
<i>For those who have mental health problems:</i>			
11.4	Have you been helped with your mental health problems in this prison?	50%	
11.5	Do you think the overall quality of the health services here is very / quite good?	38%	34%
OTHER SUPPORT NEEDS			
<i>For those who have a disability:</i>			
12.2	Are you getting the support you need?	39%	30%
SAFETY			
14.1	Have you ever felt unsafe here?	78%	44%
14.2	Do you feel unsafe now?	40%	19%
14.3	Not experienced bullying / victimisation by other prisoners	28%	65%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	22%	18%
14.5	Not experienced bullying / victimisation by members of staff	46%	57%
14.6	If you were being bullied / victimised by staff here, would you report it?	38%	29%
BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	42%	50%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	37%	22%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	35%	27%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	30%	24%
EDUCATION, SKILLS AND WORK			
16.3	Do staff encourage you to attend education, training or work?	60%	48%
PLANNING AND PROGRESSION			
17.1	Do you have a custody plan?	30%	36%
<i>For those who have a custody plan:</i>			
17.3	Are staff helping you to achieve your objectives or targets?	44%	27%
PREPARATION FOR RELEASE			
<i>For those who expect to be released in the next 3 months:</i>			
18.3	Is anybody helping you to prepare for your release?	46%	47%
FINAL QUESTION ABOUT THIS PRISON			
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	56%	56%

37%	25%
53%	46%
18%	17%
28%	18%
50%	52%
41%	34%
38%	
75%	50%
45%	20%
21%	62%
21%	19%
53%	54%
47%	26%
41%	49%
36%	25%
28%	30%
21%	27%
64%	47%
32%	34%
58%	24%
47%	46%
69%	52%

HMPYOI Brinsford 2017

Comparison of survey responses between sub-populations of prisoners

In this table responses of prisoners aged 21 and under are compared with those of prisoners over 21.
Please note that these analyses are based on summary data from selected survey questions only.

Shading is used to indicate statistical significance*, as follows:

	Green shading shows results that are significantly more positive than the comparator
	Blue shading shows results that are significantly more negative than the comparator
	Orange shading shows significant differences in demographics and background information
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* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

21 and under	Over 21
146	21

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.3	Are you from a minority ethnic group?	52%	43%
7.1	Are you Muslim?	24%	21%
11.3	Do you have any mental health problems?	37%	39%
12.1	Do you consider yourself to have a disability?	25%	32%
19.2	Are you a foreign national?	4%	11%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	5%	0%
ARRIVAL AND RECEPTION			
2.3	When you were searched in reception, was this done in a respectful way?	79%	76%
2.4	Overall, were you treated very / quite well in reception?	88%	91%
2.5	When you first arrived, did you have any problems?	75%	76%
<i>For those who had any problems when they first arrived:</i>			
2.6	Did staff help you to deal with these problems?	30%	40%
FIRST NIGHT AND INDUCTION			
3.3	Did you feel safe on your first night here?	79%	81%
3.5	Have you had an induction at this prison?	94%	80%
<i>For those who have had an induction:</i>			
3.5	Did your induction cover everything you needed to know about this prison?	47%	44%
ON THE WING			
4.2	Is your cell call bell normally answered within 5 minutes?	9%	10%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	47%	48%
	- Can you shower every day?	81%	86%
	- Do you have clean sheets every week?	55%	60%
	- Do you get cell cleaning materials every week?	22%	50%
	- Is it normally quiet enough for you to relax or sleep at night?	44%	63%
	- Can you get your stored property if you need it?	29%	50%

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Number of completed questionnaires returned

21 and under	Over 21
146	21

FOOD AND CANTEEN			
5.2	Do you get enough to eat at meal-times always / most of the time?	28%	50%
5.3	Does the shop / canteen sell the things that you need?	65%	75%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	65%	63%
6.2	Are there any staff here you could turn to if you had a problem?	53%	63%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	25%	45%
6.6	Do you feel that you are treated as an individual in this prison?	47%	65%
FAITH			
<i>For those who have a religion:</i>			
7.2	Are your religious beliefs respected here?	66%	92%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	55%	69%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	20%	42%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	58%	67%
8.3	Are you able to use a phone every day (if you have credit)?	70%	61%
<i>For those who get visits:</i>			
8.7	Are your visitors usually treated respectfully by staff?	80%	75%
TIME OUT OF CELL			
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	43%	17%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	7%	0%
<i>For those who use the library:</i>			
9.9	Does the library have a wide enough range of materials to meet your needs?	59%	30%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	66%	74%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	45%	47%
10.3	Is it easy for you to make a complaint?	47%	58%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	25%	50%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	30%	18%

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21 and under	Over 21
146	21

Number of completed questionnaires returned

HEALTH CARE			
11.1	Is it very / quite easy to see:		
	- Doctor?	27%	32%
	- Nurse?	46%	63%
	- Dentist?	19%	11%
	- Mental health workers?	21%	20%
<i>For those who have mental health problems:</i>			
11.4	Have you been helped with your mental health problems in this prison?	48%	71%
11.5	Do you think the overall quality of the health services here is very / quite good?	33%	47%
OTHER SUPPORT NEEDS			
<i>For those who have a disability:</i>			
12.2	Are you getting the support you need?	33%	57%
SAFETY			
14.1	Have you ever felt unsafe here?	61%	21%
14.2	Do you feel unsafe now?	30%	0%
14.3	Not experienced bullying / victimisation by other prisoners	49%	72%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	19%	29%
14.5	Not experienced bullying / victimisation by members of staff	51%	72%
14.6	If you were being bullied / victimised by staff here, would you report it?	28%	56%
BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	47%	47%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	26%	37%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	29%	37%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	25%	32%
EDUCATION, SKILLS AND WORK			
16.3	Do staff encourage you to attend education, training or work?	49%	65%
PLANNING AND PROGRESSION			
17.1	Do you have a custody plan?	32%	37%
<i>For those who have a custody plan:</i>			
17.3	Are staff helping you to achieve your objectives or targets?	32%	29%
PREPARATION FOR RELEASE			
<i>For those who expect to be released in the next 3 months:</i>			
18.3	Is anybody helping you to prepare for your release?	48%	33%
FINAL QUESTION ABOUT THIS PRISON			
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	58%	44%

HMPYOI Brinsford 2017

Comparison of survey responses between sub-populations of prisoners

In this table responses from unsentenced prisoners are compared with responses from sentenced prisoners.

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Number of completed questionnaires returned

Unsentenced Prisoners	Sentenced Prisoners
32	128

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 21 years of age?	94%	85%
	Are you 25 years of age or younger?	100%	97%
	Are you 50 years of age or older?	0%	0%
	Are you 70 years of age or older?	0%	0%
1.3	Are you from a minority ethnic group?	63%	50%
1.4	Have you been in this prison for less than 6 months?	81%	60%
1.5	Are you on recall?	0%	6%
1.6	Is your sentence less than 12 months?		39%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?		0%
7.1	Are you Muslim?	13%	25%
11.3	Do you have any mental health problems?	33%	37%
12.1	Do you consider yourself to have a disability?	23%	26%
19.1	Do you have any children under the age of 18?	27%	26%
19.2	Are you a foreign national?	7%	3%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	0%	4%
19.4	Have you ever been in the armed services?	4%	4%
19.5	Is your gender female or non-binary?	4%	0%
19.6	Are you homosexual, bisexual or other sexual orientation?	0%	3%
19.7	Do you identify as transgender or transsexual?	8%	4%
ARRIVAL AND RECEPTION			
2.1	Were you given up-to-date information about this prison before you came here?	42%	16%
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	66%	71%
2.3	When you were searched in reception, was this done in a respectful way?	91%	77%
2.4	Overall, were you treated very / quite well in reception?	84%	88%

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Number of completed questionnaires returned

Unsentenced Prisoners	Sentenced Prisoners
32	128

2.5	When you first arrived, did you have any problems?	68%	77%
2.5	Did you have problems with:		
	- Getting phone numbers?	26%	44%
	- Contacting family?	29%	39%
	- Arranging care for children or other dependents?	0%	0%
	- Contacting employers?	7%	6%
	- Money worries?	16%	14%
	- Housing worries?	7%	13%
	- Feeling depressed?	19%	31%
	- Feeling suicidal?	3%	8%
	- Other mental health problems?	10%	13%
	- Physical health problems?	10%	6%
	- Drugs or alcohol (e.g. withdrawal)?	10%	13%
	- Getting medication?	13%	13%
	- Needing protection from other prisoners?	3%	10%
	- Lost or delayed property?	10%	16%
	<i>For those who had any problems when they first arrived:</i>		
2.6	Did staff help you to deal with these problems?	50%	29%
FIRST NIGHT AND INDUCTION			
3.1	Before you were locked up on your first night, were you offered:		
	- Tobacco or nicotine replacement?	74%	78%
	- Toiletries / other basic items?	61%	52%
	- A shower?	65%	69%
	- A free phone call?	84%	78%
	- Something to eat?	71%	82%
	- The chance to see someone from health care?	65%	57%
	- The chance to talk to a Listener or Samaritans?	23%	17%
	- Support from another prisoner (e.g. Insider or buddy)?	13%	12%
	- None of these?	7%	4%
3.2	On your first night in this prison, was your cell very / quite clean?	58%	49%
3.3	Did you feel safe on your first night here?	81%	81%
3.4	In your first few days here, did you get?		
	- Access to the prison shop / canteen?	20%	20%
	- Free PIN phone credit?	64%	65%
	- Numbers put on your PIN phone?	43%	43%
3.5	Have you had an induction at this prison?	82%	95%
	<i>For those who have had an induction:</i>		
3.5	Did your induction cover everything you needed to know about this prison?	55%	45%

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Number of completed questionnaires returned

Unsented Prisoners	Sented Prisoners
32	128

ON THE WING			
4.1	Are you in a cell on your own?	65%	60%
4.2	Is your cell call bell normally answered within 5 minutes?	16%	9%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	57%	46%
	- Can you shower every day?	81%	82%
	- Do you have clean sheets every week?	57%	57%
	- Do you get cell cleaning materials every week?	31%	27%
	- Is it normally quiet enough for you to relax or sleep at night?	56%	47%
	- Can you get your stored property if you need it?	39%	32%
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	55%	59%
FOOD AND CANTEEN			
5.1	Is the quality of the food in this prison very / quite good?	42%	37%
5.2	Do you get enough to eat at meal-times always / most of the time?	32%	32%
5.3	Does the shop / canteen sell the things that you need?	52%	70%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	77%	61%
6.2	Are there any staff here you could turn to if you had a problem?	59%	52%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	30%	27%
6.4	Do you have a personal officer?	52%	61%
	<i>For those who have a personal officer:</i>		
6.4	Is your personal or named officer very / quite helpful?	19%	38%
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	10%	6%
6.6	Do you feel that you are treated as an individual in this prison?	45%	50%
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	52%	46%
	If so, do things sometimes change?	29%	21%
FAITH			
7.1	Do you have a religion?	83%	65%
	<i>For those who have a religion:</i>		
7.2	Are your religious beliefs respected here?	65%	70%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	48%	58%
7.4	Are you able to attend religious services, if you want to?	67%	80%

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Number of completed questionnaires returned

Unsentenced Prisoners	Sentenced Prisoners
32	128

CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	30%	23%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	44%	62%
8.3	Are you able to use a phone every day (if you have credit)?	61%	70%
8.4	Is it very / quite easy for your family and friends to get here?	39%	43%
8.5	Do you get visits from family/friends once a week or more?	41%	32%
<i>For those who get visits:</i>			
8.6	Do visits usually start and finish on time?	55%	60%
8.7	Are your visitors usually treated respectfully by staff?	84%	79%
TIME OUT OF CELL			
9.1	Do you know what the unlock and lock-up times are supposed to be here?	73%	71%
<i>For those who know what the unlock and lock-up times are supposed to be:</i>			
9.1	Are these times usually kept to?	47%	52%
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	54%	37%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	11%	6%
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	83%	79%
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	0%	3%
9.4	Do you have time to do domestics more than 5 days in a typical week?	37%	31%
9.5	Do you get association more than 5 days in a typical week, if you want it?	55%	60%
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	48%	61%
9.7	Do you typically go to the gym twice a week or more?	15%	23%
9.8	Do you typically go to the library twice a week or more?	4%	1%
<i>For those who use the library:</i>			
9.9	Does the library have a wide enough range of materials to meet your needs?	17%	58%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	70%	66%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	50%	47%
	Are applications usually dealt with within 7 days?	30%	18%
10.3	Is it easy for you to make a complaint?	40%	51%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	30%	31%
	Are complaints usually dealt with within 7 days?	30%	20%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	43%	25%

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Number of completed questionnaires returned

Unsented Prisoners	Sented Prisoners
32	128

<i>For those who need it, is it easy to:</i>			
10.6	Communicate with your solicitor or legal representative?	13%	21%
	Attend legal visits?	44%	46%
	Get bail information?	5%	11%
<i>For those who have had legal letters:</i>			
10.7	Have staff here ever opened letters from your solicitor or legal representative when you were not present?	33%	48%
HEALTH CARE			
11.1	Is it very / quite easy to see:		
	- Doctor?	27%	27%
	- Nurse?	52%	47%
	- Dentist?	15%	18%
	- Mental health workers?	28%	19%
11.2	Do you think the quality of the health service is very / quite good from:		
	- Doctor?	52%	41%
	- Nurse?	61%	44%
	- Dentist?	33%	26%
	- Mental health workers?	26%	28%
11.3	Do you have any mental health problems?	33%	37%
<i>For those who have mental health problems:</i>			
11.4	Have you been helped with your mental health problems in this prison?	38%	55%
11.5	Do you think the overall quality of the health services here is very / quite good?	52%	32%
OTHER SUPPORT NEEDS			
12.1	Do you consider yourself to have a disability?	23%	26%
<i>For those who have a disability:</i>			
12.2	Are you getting the support you need?	33%	41%
12.3	Have you been on an ACCT in this prison?	25%	20%
<i>For those who have been on an ACCT:</i>			
12.4	Did you feel cared for by staff?	83%	46%
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	19%	17%
ALCOHOL AND DRUGS			
13.1	Did you have an alcohol problem when you came into this prison?	8%	13%
<i>For those who had / have an alcohol problem:</i>			
13.2	Have you been helped with your alcohol problem in this prison?	50%	33%
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	23%	24%
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	8%	3%
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	12%	3%
<i>For those who had / have a drug problem:</i>			
13.6	Have you been helped with your drug problem in this prison?	50%	38%
13.7	Is it very / quite easy to get illicit drugs in this prison?	17%	23%
13.8	Is it very / quite easy to get alcohol in this prison?	0%	10%

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Number of completed questionnaires returned

Unsentenced Prisoners	Sentenced Prisoners
32	128

SAFETY			
14.1	Have you ever felt unsafe here?	46%	57%
14.2	Do you feel unsafe now?	21%	26%
14.3	Have you experienced any of the following from other prisoners here:		
	- Verbal abuse?	40%	38%
	- Threats or intimidation?	36%	38%
	- Physical assault?	16%	22%
	- Sexual assault?	0%	5%
	- Theft of canteen or property?	24%	23%
	- Other bullying / victimisation?	12%	19%
	- Not experienced any of these from prisoners here	48%	54%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	9%	21%
14.5	Have you experienced any of the following from staff here:		
	- Verbal abuse?	32%	35%
	- Threats or intimidation?	24%	28%
	- Physical assault?	4%	17%
	- Sexual assault?	0%	2%
	- Theft of canteen or property?	12%	11%
	- Other bullying / victimisation?	4%	13%
	- Not experienced any of these from staff here	56%	54%
14.6	If you were being bullied / victimised by staff here, would you report it?	23%	33%
BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	52%	48%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	36%	27%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	36%	29%
	<i>For those who have been restrained in the last 6 months:</i>		
15.4	Did anyone come and talk to you about it afterwards?	33%	15%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	15%	27%
	<i>For those who have spent one or more nights in the segregation unit in the last 6 months:</i>		
15.6	Were you treated well by segregation staff?	25%	56%
	Could you shower every day?	25%	74%
	Could you go outside for exercise every day?	75%	71%
	Could you use the phone every day (if you had credit)?	0%	32%

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Unsentenced Prisoners	Sentenced Prisoners
32	128

Number of completed questionnaires returned

EDUCATION, SKILLS AND WORK		
16.1	In this prison, is it easy to get into the following activities:	
	- Education?	24% 43%
	- Vocational or skills training?	9% 24%
	- Prison job?	24% 33%
	- Voluntary work outside of the prison?	0% 4%
	- Paid work outside of the prison?	0% 4%
16.2	In this prison, have you done the following activities:	
	- Education?	68% 81%
	- Vocational or skills training?	52% 64%
	- Prison job?	68% 74%
	- Voluntary work outside of the prison?	35% 36%
	- Paid work outside of the prison?	35% 36%
<i>For those who have done the following activities, do you think they will help you on release:</i>		
	- Education?	59% 57%
	- Vocational or skills training?	33% 50%
	- Prison job?	47% 43%
	- Voluntary work outside of the prison?	25% 32%
	- Paid work outside of the prison?	38% 33%
16.3	Do staff encourage you to attend education, training or work?	48% 52%
PLANNING AND PROGRESSION		
17.1	Do you have a custody plan?	13% 39%
<i>For those who have a custody plan:</i>		
17.2	Do you understand what you need to do to achieve your objectives or targets?	33% 73%
17.3	Are staff helping you to achieve your objectives or targets?	33% 33%
17.4	In this prison, have you done:	
	- Offending behaviour programmes?	0% 42%
	- Other programmes?	33% 41%
	- One to one work?	0% 37%
	- Been on a specialist unit?	0% 27%
	- ROTL - day or overnight release?	0% 15%
<i>For those who have done the following, did they help you to achieve your objectives or targets:</i>		
	- Offending behaviour programmes?	61%
	- Other programmes?	100% 56%
	- One to one work?	69%
	- Being on a specialist unit?	64%
	- ROTL - day or overnight release?	17%

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	Unsentenced Prisoners	Sentenced Prisoners
Number of completed questionnaires returned	32	128

PREPARATION FOR RELEASE			
18.1	Do you expect to be released in the next 3 months?	35%	53%
<i>For those who expect to be released in the next 3 months:</i>			
18.2	Is this prison very / quite near to your home area or intended release address?	56%	47%
18.3	Is anybody helping you to prepare for your release?	44%	45%
18.4	Do you need help to sort out the following for when you are released:		
	- Finding accommodation?	44%	53%
	- Getting employment?	44%	61%
	- Setting up education or training?	56%	44%
	- Arranging benefits?	33%	55%
	- Sorting out finances?	33%	53%
	- Support for drug or alcohol problems?	22%	29%
	- Health / mental Health support?	22%	39%
	- Social care support?	11%	31%
	- Getting back in touch with family or friends?	33%	31%
18.4	Are you getting help to sort out the following for when you are released, if you need it:		
	- Finding accommodation?	0%	41%
	- Getting employment?	0%	17%
	- Setting up education or training?	0%	19%
	- Arranging benefits?	0%	19%
	- Sorting out finances?	33%	27%
	- Support for drug or alcohol problems?	0%	35%
	- Health / mental Health support?	50%	22%
	- Social care support?	0%	22%
	- Getting back in touch with family or friends?	33%	11%
FINAL QUESTION ABOUT THIS PRISON			
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	71%	54%

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Comparison of survey responses from different residential locations

In this table responses from those living on supported living unit (A wing) are compared with those from the rest of the establishment.

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DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 21 years of age?	77%	89%
	Are you 25 years of age or younger?	94%	99%
	Are you 50 years of age or older?	0%	0%
	Are you 70 years of age or older?	0%	0%
1.3	Are you from a minority ethnic group?	12%	57%
1.4	Have you been in this prison for less than 6 months?	47%	64%
1.5	Are you currently serving a sentence?	88%	79%
	Are you on recall?	12%	4%
1.6	Is your sentence less than 12 months?	35%	32%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	0%	0%
7.1	Are you Muslim?	0%	27%
11.3	Do you have any mental health problems?	75%	32%
12.1	Do you consider yourself to have a disability?	65%	20%
19.1	Do you have any children under the age of 18?	44%	22%
19.2	Are you a foreign national?	0%	6%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	6%	5%
19.4	Have you ever been in the armed services?	12%	3%
19.5	Is your gender female or non-binary?	0%	1%
19.6	Are you homosexual, bisexual or other sexual orientation?	6%	2%
19.7	Do you identify as transgender or transsexual?	0%	5%
ARRIVAL AND RECEPTION			
2.1	Were you given up-to-date information about this prison before you came here?	19%	19%
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	88%	67%
2.3	When you were searched in reception, was this done in a respectful way?	88%	78%
2.4	Overall, were you treated very / quite well in reception?	94%	87%

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2.5	When you first arrived, did you have any problems?	88%	73%
2.5	Did you have problems with:		
	- Getting phone numbers?	47%	39%
	- Contacting family?	29%	39%
	- Arranging care for children or other dependents?	0%	0%
	- Contacting employers?	12%	6%
	- Money worries?	29%	13%
	- Housing worries?	18%	11%
	- Feeling depressed?	65%	25%
	- Feeling suicidal?	35%	5%
	- Other mental health problems?	29%	9%
	- Physical health problems?	35%	4%
	- Drugs or alcohol (e.g. withdrawal)?	35%	11%
	- Getting medication?	24%	12%
	- Needing protection from other prisoners?	24%	7%
	- Lost or delayed property?	12%	15%
	<i>For those who had any problems when they first arrived:</i>		
2.6	Did staff help you to deal with these problems?	53%	27%
FIRST NIGHT AND INDUCTION			
3.1	Before you were locked up on your first night, were you offered:		
	- Tobacco or nicotine replacement?	94%	75%
	- Toiletries / other basic items?	69%	52%
	- A shower?	63%	69%
	- A free phone call?	81%	79%
	- Something to eat?	94%	78%
	- The chance to see someone from health care?	69%	57%
	- The chance to talk to a Listener or Samaritans?	25%	18%
	- Support from another prisoner (e.g. Insider or buddy)?	13%	11%
	- None of these?	0%	6%
3.2	On your first night in this prison, was your cell very / quite clean?	69%	49%
3.3	Did you feel safe on your first night here?	69%	81%
3.4	In your first few days here, did you get?		
	- Access to the prison shop / canteen?	25%	20%
	- Free PIN phone credit?	69%	62%
	- Numbers put on your PIN phone?	56%	40%
3.5	Have you had an induction at this prison?	88%	91%
	<i>For those who have had an induction:</i>		
3.5	Did your induction cover everything you needed to know about this prison?	64%	44%

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ON THE WING			
4.1	Are you in a cell on your own?	71%	60%
4.2	Is your cell call bell normally answered within 5 minutes?	18%	8%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	29%	49%
	- Can you shower every day?	94%	79%
	- Do you have clean sheets every week?	71%	52%
	- Do you get cell cleaning materials every week?	24%	26%
	- Is it normally quiet enough for you to relax or sleep at night?	35%	48%
	- Can you get your stored property if you need it?	38%	30%
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	77%	54%
FOOD AND CANTEEN			
5.1	Is the quality of the food in this prison very / quite good?	41%	37%
5.2	Do you get enough to eat at meal-times always / most of the time?	29%	30%
5.3	Does the shop / canteen sell the things that you need?	88%	62%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	94%	60%
6.2	Are there any staff here you could turn to if you had a problem?	77%	51%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	53%	22%
6.4	Do you have a personal officer?	53%	58%
	<i>For those who have a personal officer:</i>		
6.4	Is your personal or named officer very / quite helpful?	67%	29%
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	13%	6%
6.6	Do you feel that you are treated as an individual in this prison?	63%	48%
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	50%	46%
	If so, do things sometimes change?	25%	19%
FAITH			
7.1	Do you have a religion?	47%	71%
	<i>For those who have a religion:</i>		
7.2	Are your religious beliefs respected here?	100%	66%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	100%	53%
7.4	Are you able to attend religious services, if you want to?	100%	75%

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CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	50%	20%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	50%	60%
8.3	Are you able to use a phone every day (if you have credit)?	75%	68%
8.4	Is it very / quite easy for your family and friends to get here?	29%	43%
8.5	Do you get visits from family/friends once a week or more?	29%	32%
<i>For those who get visits:</i>			
8.6	Do visits usually start and finish on time?	58%	59%
8.7	Are your visitors usually treated respectfully by staff?	90%	78%
TIME OUT OF CELL			
9.1	Do you know what the unlock and lock-up times are supposed to be here?	69%	70%
<i>For those who know what the unlock and lock-up times are supposed to be:</i>			
9.1	Are these times usually kept to?	55%	51%
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	29%	39%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	0%	7%
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	81%	79%
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	0%	2%
9.4	Do you have time to do domestics more than 5 days in a typical week?	31%	32%
9.5	Do you get association more than 5 days in a typical week, if you want it?	71%	60%
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	69%	56%
9.7	Do you typically go to the gym twice a week or more?	24%	21%
9.8	Do you typically go to the library twice a week or more?	0%	2%
<i>For those who use the library:</i>			
9.9	Does the library have a wide enough range of materials to meet your needs?	83%	49%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	65%	66%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	57%	43%
	Are applications usually dealt with within 7 days?	31%	17%
10.3	Is it easy for you to make a complaint?	50%	47%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	55%	25%
	Are complaints usually dealt with within 7 days?	55%	15%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	33%	28%

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<i>For those who need it, is it easy to:</i>			
10.6	Communicate with your solicitor or legal representative?	27%	18%
	Attend legal visits?	50%	41%
	Get bail information?	21%	8%
<i>For those who have had legal letters:</i>			
10.7	Have staff here ever opened letters from your solicitor or legal representative when you were not present?	54%	46%
HEALTH CARE			
11.1	Is it very / quite easy to see:		
	- Doctor?	29%	26%
	- Nurse?	59%	45%
	- Dentist?	13%	18%
11.2	Do you think the quality of the health service is very / quite good from:		
	- Doctor?	67%	39%
	- Nurse?	73%	43%
	- Dentist?	20%	30%
11.3	- Mental health workers?	75%	21%
	Do you have any mental health problems?	75%	32%
<i>For those who have mental health problems:</i>			
11.4	Have you been helped with your mental health problems in this prison?	83%	38%
11.5	Do you think the overall quality of the health services here is very / quite good?	56%	31%
OTHER SUPPORT NEEDS			
12.1	Do you consider yourself to have a disability?	65%	20%
<i>For those who have a disability:</i>			
12.2	Are you getting the support you need?	55%	24%
12.3	Have you been on an ACCT in this prison?	65%	14%
<i>For those who have been on an ACCT:</i>			
12.4	Did you feel cared for by staff?	73%	32%
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	44%	15%
ALCOHOL AND DRUGS			
13.1	Did you have an alcohol problem when you came into this prison?	31%	10%
<i>For those who had / have an alcohol problem:</i>			
13.2	Have you been helped with your alcohol problem in this prison?	20%	31%
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	44%	21%
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	6%	5%
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	6%	6%
<i>For those who had / have a drug problem:</i>			
13.6	Have you been helped with your drug problem in this prison?	50%	33%
13.7	Is it very / quite easy to get illicit drugs in this prison?	50%	20%
13.8	Is it very / quite easy to get alcohol in this prison?	25%	7%

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SAFETY			
14.1	Have you ever felt unsafe here?	88%	52%
14.2	Do you feel unsafe now?	35%	26%
14.3	Have you experienced any of the following from other prisoners here:		
	- Verbal abuse?	77%	36%
	- Threats or intimidation?	82%	33%
	- Physical assault?	47%	17%
	- Sexual assault?	0%	4%
	- Theft of canteen or property?	41%	21%
	- Other bullying / victimisation?	41%	16%
	- Not experienced any of these from prisoners here	12%	57%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	41%	17%
14.5	Have you experienced any of the following from staff here:		
	- Verbal abuse?	27%	36%
	- Threats or intimidation?	27%	27%
	- Physical assault?	0%	16%
	- Sexual assault?	0%	2%
	- Theft of canteen or property?	7%	12%
	- Other bullying / victimisation?	13%	14%
	- Not experienced any of these from staff here	60%	52%
14.6	If you were being bullied / victimised by staff here, would you report it?	56%	29%
BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	63%	45%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	47%	25%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	25%	30%
<i>For those who have been restrained in the last 6 months:</i>			
15.4	Did anyone come and talk to you about it afterwards?	25%	15%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	0%	28%
<i>For those who have spent one or more nights in the segregation unit in the last 6 months:</i>			
15.6	Were you treated well by segregation staff?		47%
	Could you shower every day?		63%
	Could you go outside for exercise every day?		69%
	Could you use the phone every day (if you had credit)?		26%

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EDUCATION, SKILLS AND WORK			
16.1	In this prison, is it easy to get into the following activities:		
	- Education?	47%	39%
	- Vocational or skills training?	25%	22%
	- Prison job?	47%	30%
	- Voluntary work outside of the prison?	7%	3%
	- Paid work outside of the prison?	7%	3%
16.2	In this prison, have you done the following activities:		
	- Education?	71%	79%
	- Vocational or skills training?	67%	60%
	- Prison job?	82%	71%
	- Voluntary work outside of the prison?	33%	37%
	- Paid work outside of the prison?	33%	37%
<i>For those who have done the following activities, do you think they will help you on release:</i>			
	- Education?	75%	55%
	- Vocational or skills training?	60%	46%
	- Prison job?	64%	39%
	- Voluntary work outside of the prison?	40%	31%
	- Paid work outside of the prison?	40%	34%
16.3	Do staff encourage you to attend education, training or work?	92%	46%
PLANNING AND PROGRESSION			
17.1	Do you have a custody plan?	31%	32%
<i>For those who have a custody plan:</i>			
17.2	Do you understand what you need to do to achieve your objectives or targets?	60%	71%
17.3	Are staff helping you to achieve your objectives or targets?	40%	28%
17.4	In this prison, have you done:		
	- Offending behaviour programmes?	60%	36%
	- Other programmes?	20%	45%
	- One to one work?	40%	33%
	- Been on a specialist unit?	60%	19%
	- ROTL - day or overnight release?	0%	16%
<i>For those who have done the following, did they help you to achieve your objectives or targets:</i>			
	- Offending behaviour programmes?	100%	50%
	- Other programmes?	100%	56%
	- One to one work?	100%	62%
	- Being on a specialist unit?	100%	43%
	- ROTL - day or overnight release?		17%

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PREPARATION FOR RELEASE			
18.1	Do you expect to be released in the next 3 months?	50%	50%
<i>For those who expect to be released in the next 3 months:</i>			
18.2	Is this prison very / quite near to your home area or intended release address?	13%	51%
18.3	Is anybody helping you to prepare for your release?	38%	48%
18.4	Do you need help to sort out the following for when you are released:		
	- Finding accommodation?	50%	52%
	- Getting employment?	63%	59%
	- Setting up education or training?	38%	48%
	- Arranging benefits?	63%	52%
	- Sorting out finances?	50%	51%
	- Support for drug or alcohol problems?	25%	28%
	- Health / mental Health support?	63%	33%
	- Social care support?	25%	28%
	- Getting back in touch with family or friends?	25%	33%
18.4	Are you getting help to sort out the following for when you are released, if you need it:		
	- Finding accommodation?	50%	36%
	- Getting employment?	40%	14%
	- Setting up education or training?	33%	20%
	- Arranging benefits?	40%	16%
	- Sorting out finances?	50%	27%
	- Support for drug or alcohol problems?	50%	29%
	- Health / mental Health support?	40%	20%
	- Social care support?	0%	24%
	- Getting back in touch with family or friends?	0%	20%
FINAL QUESTION ABOUT THIS PRISON			
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	75%	53%